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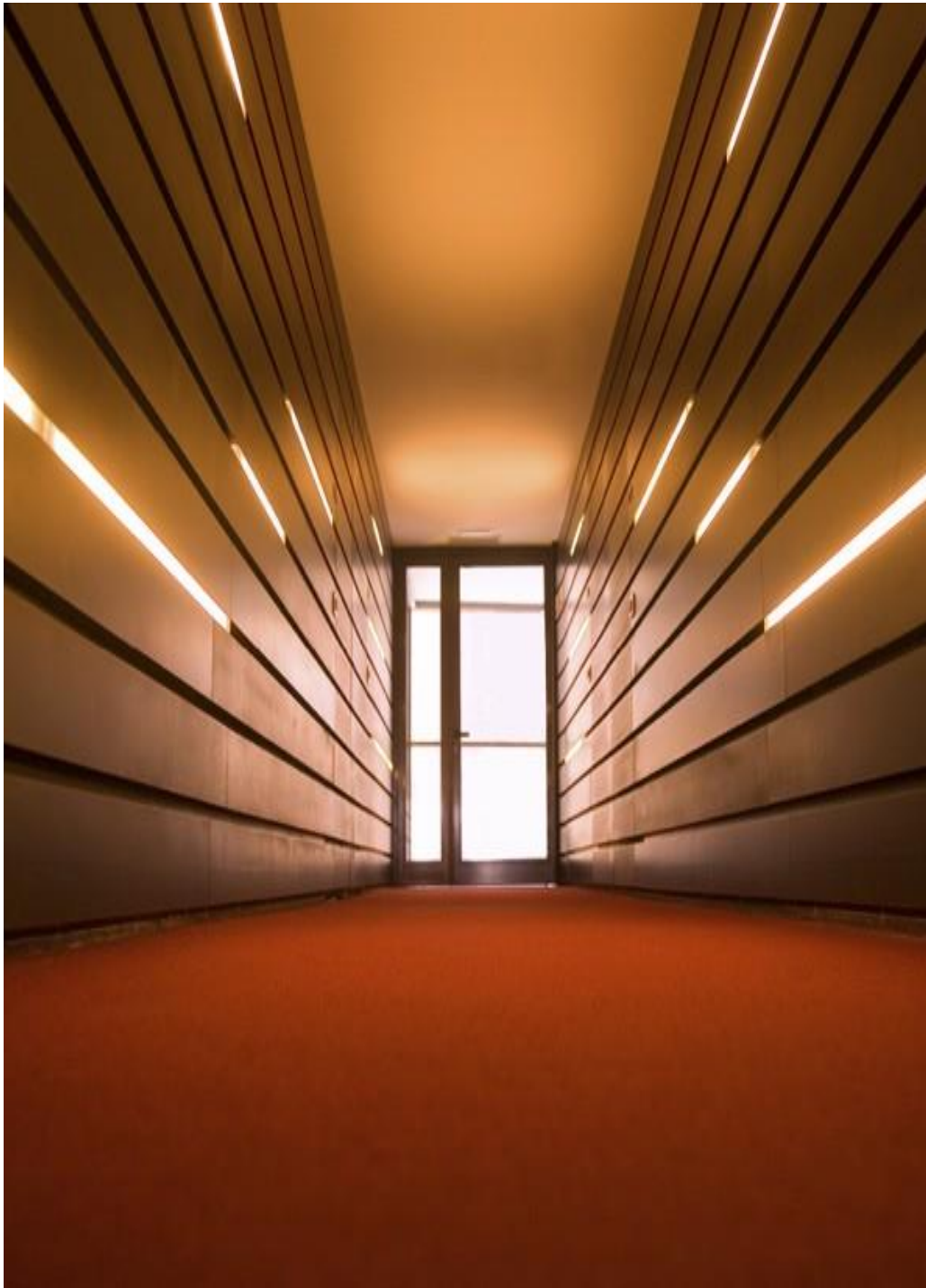
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About Us

At teQwise we pride ourselves on our high level of customer care, support and delivering I.T. Solutions to businesses. teQwise is equipped to quickly identify and mitigate any potential issues before they escalate into downtime, data loss or other costly maintenance issues. We make technology work and the experience simple.

Who We Are

TeQwise is a full-service Information Technology solutions firm head quartered in Brisbane Australia. From network and server, system design and implementation to IT support and helpdesk, we have the technical experience and capabilities to meet your organisation's needs. We partner with the worlds leading I.T. Brands to ensure we deliver enterprise grade solutions. We know your business depends on proven I.T. solutions that work.

How We Work

Our expert technical staff take a proactive approach to managing your service solutions, placing an emphasis on system care, and engaging high visibility performance monitoring capacities to help maximize your operational efficiency.

Our People and Our Passion

At teQwise, our staff are passionate about their work and delivering services that exceed clients' expectations. We have placed a premium on industry knowledge and expertise, employing a highly skilled support team comprised of level 2 and level 3 network and system administrators and engineers, all with at least CCNA accreditation.

Our Service Offering

Our organisation has also invested in a range of specialised, in-house software and service offerings, enabling us to impart a well-structure and significant value-added to clients. These offerings are further supplemented through our partnerships with leading technology vendors.

IT Solutions

These six steps are at the heart of our engagement with organisations and they ensure we understand and deliver on your business needs.

Analyse

We first undertake a detailed evaluation of your existing environment, developing a strong picture of your current and forecasted business requirements and identifying the technologies that can best support your plans for growth.

Plan

Sensitive to your needs and key resource parameters, we develop a plan addressing key tasks, risks, milestones, and potential challenges with solution delivery and in implementation.

Design

We develop a comprehensive and detailed design, following tested methodologies and deep technical understanding, supported by research and agnostic consideration of the I.T. landscape ensuring the solution is tailored to your particular requirements and operating environment.
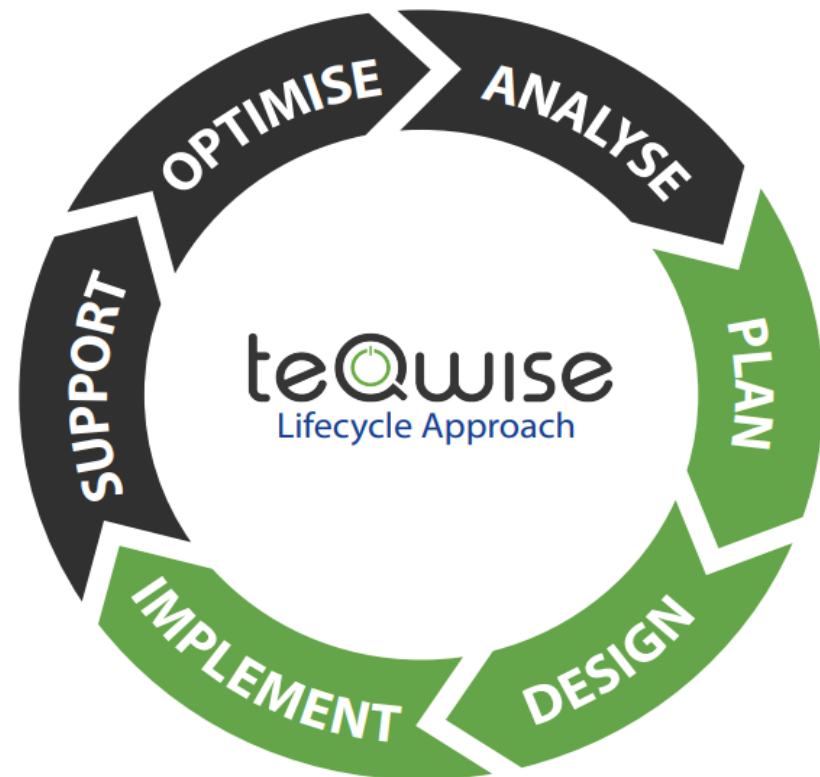
Implement

Upon your approval of our design proposal, we move to implement the new solution architecture, integrating it into your network environment as seamlessly as possible. Prior to commissioning the live solution, it is thoroughly tested in a simulated environment to minimise disturbances and foreseeable risks.

Support

Throughout the support phase, we engage our industry proven service support platforms to maintain the ongoing health of your technology resources, proactively monitoring and managing your key I.T infrastructure to maximise its operational efficiency, security, and reliability.

Optimise

We engage in ongoing efforts to improve the performance and functionality of your I.T. solutions, regularly updating our technology strategy in line with your changing business requirements. We work with you to enhance your competitive advantage through the innovative use of current and emerging I.T solutions.

Support and Helpdesk

The value of I.T support systems is often underestimated but investing in service continuity via a range of preventative and response measures can help maximise network uptime and provide important protection against unpredictable events.

Managed IT Support and Helpdesk

With our head office based in Brisbane, teQwise support services can help you to get the most out of your I.T infrastructure, improving incident response times and network availability and helping you manage costs to extract maximum value from your investment. From consulting services, staff training and standard business-hour helpdesk support, to our 24-hour critical support service, we have a support solution to suit your organisation's needs.

Our flexible and adaptable teQwise Care Managed I.T Support service offers a range of system helpdesk and support options, from basic and consulting services to around-the-clock critical support. Dedicated company branded helpdesk email, inbound phone numbers and private IP vLans can be established for a seamless operation, and our teQwise Care Agreements can also include emergency and scheduled on-site support, health-checks, and structured maintenance.

Departmental IT Support and Consulting

teQwise provides consulting services and outsourced and back-up assistance to in-house I.T support teams. We are your ideal partner if you have, or are considering, adopting a more strategic approach to sourcing your IT management.

We can be your first line of support, or provide upper level issues management, allowing your I.T staff to focus their time and resources more effectively by escalating complex problems to our team of advanced network, storage and systems engineers. Our support staff can also be called in at short notice to assist in-house personnel with scheduled hardware and software rollouts, downtime issues and back up recovery, as well as during holiday periods or key staff absences when you need managed I.T support.

Network Systems

Your network is ultimately the mission-critical platform on which all operations ride and reside, and your applications and network infrastructure accordingly represent crucial tools for enhancing user productivity and increasing your organisation's ability to grow and remain competitive into the future.

Unified Networks

Whether you share files across town or across the world, connecting to a video conference or accessing cloud platforms, waiting for data to be downloaded can cause large delays and lower productivity. teQwise specialises in providing solutions for multisite organisations, offering a wide variety of products that enable businesses to share files and information more efficiently and with a high degree of security and reliability.

Intelligent IP Design

teQwise can determine where and why your network is operating below standard and illustrate how to exploit latent capacity and boost system performance, allowing your business to run at peak efficiency. Drawing on our partnerships with Cisco, Juniper, Palo Alto and other leading vendors, teQwise can integrate a number of simple, scalable mechanisms for managing your network traffic and resource allocation to ease network congestion and better respond to the divergent features and capacity demands of different applications.

Wireless Connectivity and BYOD

We can provide seamless, highly secured wireless connectivity options that help your workforce stay connected to business applications without the costs and limitations of complex wiring. Wireless IP phones and other mobile devices can also provide greater device functionality, allowing your staff to roam the office, meeting rooms or other company facilities and external sites, securely accessing company data and rapidly answering customer enquiries.

Greater Manageability

Once deployed, teQwise will keep you informed through regular monthly reporting, giving both an executive and technical overview of events, issues and performance of your I.T. infrastructure.

IT Security

From extranet portal sites to SSL logins and virtual private network (VPN) tunnels, we can engage a broad variety of network options to provide your authorised partners, staff and clients with mobile access to any or all specified systems and data.

Multi-layered Network Security

Staff today increasingly access their organization's applications and data from different locations, different computers, and even different mobile devices. At teQwise, we have extensive experience in delivering highly secure, flexible and consistent remote access solutions, engineered to support the widest range of connectivity options, endpoints and platforms, in line with your changing and diverse accessibility needs.

In safeguarding your secure remote access networks, we engage a comprehensive security infrastructure, integrating extensive threat protection mechanisms to defend your network against viruses, worms, spyware, hackers and other hazards. We deploy multi-layered hardware and software-based firewalls, in-line and proxied anti-viral protection and greyware protection appliances.

Flexible Work Environments

Our secure, remote-access network solutions ensure that your employees can link up to your organisation and access critical data outside of traditional hours and from any location, boosting productive work hours. Staff members may be equipped to work from home, and contractors to work externally, potentially reducing the number and size of the office facilities required for your operations.

Security Tokens Will Help Keep Your Information Safe

We use dynamic password technologies on event-based and time-based two factor authentication products, including options for challenge or response on SMS tokens. These security options prevent password hacking and constitute one of the simplest and most effective ways in which to secure your vital network elements and safeguard intellectual property.

Adding an SMS security token will give your system an extra level of security and send temporary one time use passwords through SMS to authorised users. It is fast and efficient and can turn your mobile device into its own token, bringing further security in your business.

Server and Storage Systems

Recognised as standard industry practice in the cost-effective deployment of multiple server systems, servers with virtualisation and SAN systems enables organisations to consolidate their I.T resources by increasing their utilisation of existing devices and providing them with the capacity to execute multiple functions.

Understanding Compute and Storage needs

Businesses today require reliable, feature-rich server systems that provide quick and easy access to critical data at all times. Inefficient systems can substantially inhibit data utilisation and organisational efficiency and pose a significant drain on company I.T resources. Drawing on the best and latest server and optimisation technologies, teQwise will work with you to develop the right systems solution for your organisation and its current and future business needs, maximising data availability and systems efficiency.

Efficient Use of Resources

Moving to a virtualised environment allows hardware to be aggregated into a unified pool of I.T resources that can be dynamically delivered to systems and applications as needed, and according to fluctuating workloads and network conditions. This enables organisations to boost their utilisation of computer resources, decreasing the amount of computer resources actually needed. That saves real time and real money.

Efficiency is also about ease of use and management. Virtualised environments are more easily managed allowing you greater control, visibility and agility. Speed to market starts here.
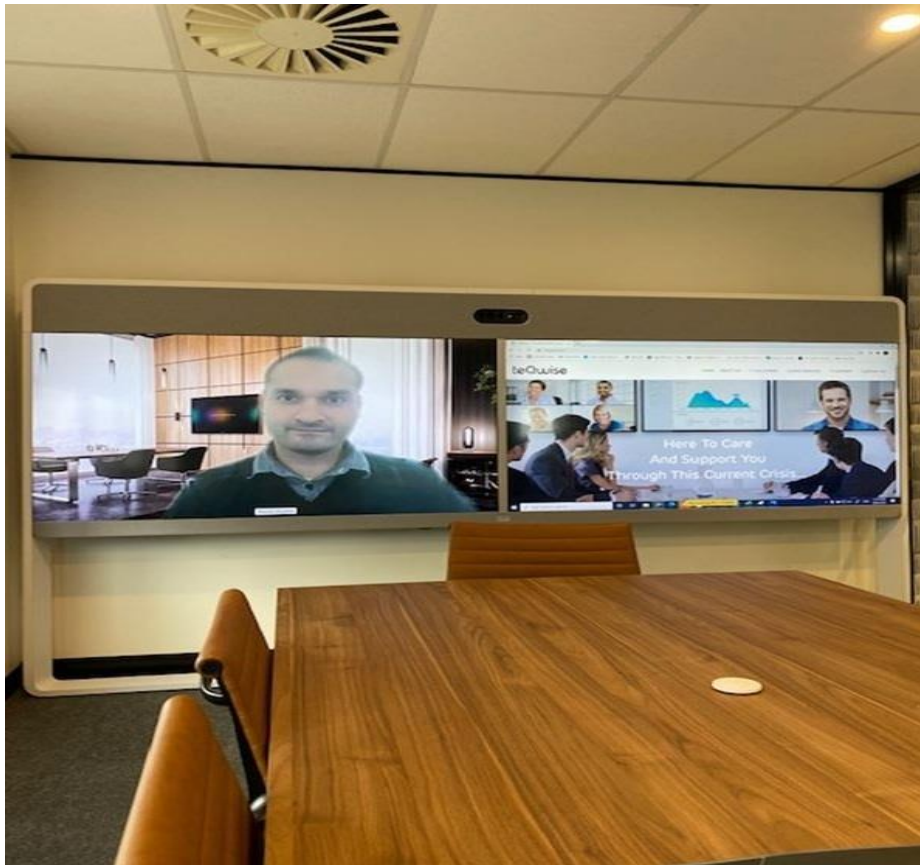
Recovery

Losing data really hurts. It hurts your daily operations. It hurts your confidence. It hurts your brand and reputation. That all hurts your bottom line. We know you know. But what teQwise also knows is how to avoid it – infact, how to eliminate it.

Virtualisation and Storage Access Network (SAN) architecture are probably foreign terms to your executive team – but this "stuff" provides surety of your data being captured, stored and backed-up so that you always have it. Business Continuity and Disaster Recovery is now a lot easier, a lot faster and much more cost effective. And teQwise have options – whether it be how your data is stored and backed-up or where you need it to be stored and backed-up.

TeQwise also offers a DR site replication with our own industry leading Compute and SAN infrastructure. The system works by replicating data changes from every 5 minutes to 24-hour period to our secure data centre using Cisco network and server infrastructure and EMC storage.

Unified Communications

You just want to be able to communicate and share information quickly, flexibly, reliably and when it suits you – where it suits you right? We call that collaboration - and teQwise has got exactly all that – and maybe even some extra's.

Collaboration – It's About a Device and an Application

If you heard the term Unified Communications before – you can forget it. Its what collaboration is; giving you the ability to merge all forms of communication so that you can work better, smarter and more easily with everyone you want to. By mobile, by laptop, by tablet, by desktop. Using Video, audio, text chat, document sharing, document annotating, transferring files, seeing someone's status or presence, recording meetings. Activating devices by touch, password or even voice.

It's all here and available – and whilst the technology might seem from out of this world, the advances mean that the investment is definitely not out of this world anymore.

As a Cisco Premier Certified Partner and Microsoft Certified Systems Partner as well as other leading collaboration solution partnerships, we can strategise with you and help you understand how these technologies can support your business initiatives.

Collaboration Devices

teQwise has some of the most advanced collaboration devices set up and working in our offices so we not only can show you the technology – we use it every day to run our business and support our clients with it. So we also have all the learnings of how to correctly adapt and integrate the technology into an active business. The good news is that it isn't hard – but we'll be here to lead you and guide you as you transition.

teQwise also prides itself on its ability to source any I.T. equipment so if you want something specific, we'll exhaust ourselves hunting it down and delivering it to you. Just imagine anything your business needs or wants to work better internally or with clients and suppliers and we'll tell you if it can be done and how.

Cloud Services

teQwise are dedicated to providing high-quality, tailored Information and communication technology solutions that deliver measurable value for businesses. From system design and implementation to support and maintenance, we provide a full life cycle of I.T infrastructure services.

Specialised Cloud Services

Using the best of breed technologies, teQwise provides an array of specialised cloud solutions. Clients can access the following cloud solution types;

- Computer resources (known as Infrastructure as a Service – IaaS)
- Software applications (known as Software as a Service – SaaS)
- Data Storage and back-up
- Platforms -like security (known as Platforms as a Service – PaaS)

These services complement our I.T Solution Capability set allowing organisations with both internal I.T resources as well as external I.T to gain perspective, security, protection and data intelligence from alternate I.T infrastructure.

Our cloud solutions are all maintained on independent geographically separated data centres within adequate proximity to our field engineers.

Network Monitoring

TeQwise's advanced, real-time network and systems monitoring services help us to ensure that every aspect of your IT environment is scrutinised for performance, availability and reliability. Leveraging the power of our specially designed teQwise system, we are able to accrue significant benefits for your organisation in terms of cost savings and improved efficiencies.

Proactive Network Monitoring

With teQwise Network Monitoring, we deploy agents (autonomous software programs) on your servers, which periodically monitor and report on the health of your system using a number of key performance indicators. This advanced but easily implemented management system helps to minimise unscheduled downtime.

Automated Alerts

If the load on a server is becoming too high, storage space is running low, or potential virus or other health problems are detected, the teQwise Network Monitoring system automatically triggers an alert, allowing your staff or our IT support centre to intervene before problems escalate into disruptions to your network.

High Visibility Management

Through our teQwise monitoring portal, you can also view easy-to-read graphs and logs of monitoring activities and corresponding performance indicators. Event driven, daily and weekly alerts and checks can also be set up to according to your specifications for a detailed, tailored management service.

Email Security

Drawing on industry-leading technology, our email security options provide clients with various levels of protection to deal with, block or quarantine spam, viruses, and other threats before they reach your mail server, protecting your vital communications and preventing disruptions to email delivery and associated productivity losses.

Proactive Reporting

It's one thing to know that somebody is managing, monitoring and supporting your vital I.T infrastructure and systems. It's another thing to actually stay informed and to be aware of what actions are being taken, what issues are being identified and resolved and what might need attention. This is all addressed through the monthly reporting teQwise provides to clients.

The monthly reporting gives an executive level overview of all the activities, identified issues and also recommendations to remediate, avoid and improve aspects of your I.T. environment. Its all part of teQwise proactively showing our clients the value of having teQwise as their I.T. services partner.

Service Management

teQwise vision includes the words "making technology work and the experience simple". The ethos behind these words means that teQwise takes service management to mean managing not just the actual I.T. infrastructure but all the back ground cogs that make the wheels turn like licences, device support agreements, Security Certificate renewals, maintenance extensions. We'll give you advanced notice on when any service agreements become due so that your organisation has time to plan and budget for these events.

Offsite Backup

At teQwise we recognise the importance of business information being adequately protected, rapidly recoverable and highly available. teQwise offer our specialised online back-up and disaster recovery replication to help optimise the performance and efficiency of your business continuity strategy.

Automated Safety and Security of Critical Data

Unlike traditional backup systems, teQwise Online Backup is secure, silent and maintenance free. It utilises your Internet connection to safely send data and files offsite to the Vault Online Backup services on a daily basis, for a simple and easily managed storage process.

Online Backup

TeQwise Onine Backup encrypts your data to ensure your information is secure, and then compresses it to minimise backup time before sending it securely to the teQwise data centre. Data can be backed up on all operating systems and teQwise also has the capabilities to connect to Exchange server mailboxes, mail stores and all major SQL packages, and to facilitate system state and bare metal and virtual (VMware and Hyper-V) backups.

Once backed-up, data can be restored at any time via our online teQwise Portal. This user-friendly interface similarly helps maximise information accessibility and enables

organisations with multiple sites or agents to easily administer their complete organisation-wide backup strategy.

Disaster Recovery Off Site Data Replication

Organisations require a precise strategy for business continuity in a disaster situation. As companies become more reliant on I.T having downtime costs organisations time and resources. TeQwise offsite replication provides organisations the ability to protect active virtualised environments with replication into the teQwise data centre. The teQwise infrastructure is built on Cisco network and servers and EMC SAN systems. Replication can occur between real-time to every 24 hours depending on recovery and bandwidth availability.

I.T Procurement & Partnerships

At teQwise, we pride ourselves on our ability to find it, source and ship it!! Our clients enjoy the benefits of the significant partnerships with leading global vendors and distributors that teQwise has established, bringing best of breed solutions and peripherals.

Some of our more well-known partnerships include the following key I.T. Brands:

teQwise

Brisbane (Head Office)

Telephone: +61-7-3218-3300

Facsimile: +61-7-3218-3399

Level 21, 444 Queen Street,

Brisbane QLD 4000 Australia

Email: info@teqwise.com

Website: www.teqwise.com

Melbourne

Telephone: +61-3-9913-0345

Facsimile: +61-3-9913-0399

Sydney

Level 11, 65 York Street

Sydney NSW 2000

Facsimile: +61-3-9913-0399