



# IT Support

Integrrix support plans offer a wide variety of services and coverage for small to large organisations.



For more information:  
[integrrix.com.au](http://integrrix.com.au)

To book an appointment or to discuss our services:  
Call: 1300 766 277 or (02) 8853 7077 - Email: [solutions@integrrix.com.au](mailto:solutions@integrrix.com.au)

# IT Support

Integrrix was established in 2007 by two technology professionals with extensive experience in small, medium and large organisations. The need was identified for a professional customer service focused IT company that put their clients needs first.

## Support Plans

Running your business should be your focus, not running your computer systems. Our computer support plans offer a wide variety of services for small to large sized businesses. Support ranges from adhoc support to full maintenance plans. Our plans are flexible in that you only pay for what you need.

Benefits of Integrrix support plans:

- Convenient access to our team of support experts
- Get the best from your investment in IT
- Help in meeting best practices
- Reduced downtime and improved productivity
- More time to build your business (and your profits)
- Reduce IT Support Costs

## Support Coverage

Integrrix supports most IT technology and systems and we have a wealth of experience at enterprise level so you can be assured that we know our stuff.

We can help with PC's, laptops, mobile devices, networking, servers, virus and malware, software, data backup and retrieval; and much more.

## Service Levels

All support is covered by our standard Service Level agreement. Priority support is available to clients that are on support plans. Coverage can be during business hours only or 24x7 support is available if required.

We take support and our service levels seriously and all calls are logged in our service tracking system. The system assigns priorities and due dates based on severity and service plans. Calls escalate to management automatically if they are approaching their due date for action.



Support Number  
(02) 8853 7000 or 1300 766 277  
toll free



Support Email  
[support@integrrix.com.au](mailto:support@integrrix.com.au)



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