



Data#3

Data#3 Managed IT Services

**Thriving at a time of
accelerating change**

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The workplace is transforming

91% of organisations are adopting a digital-first business strategy¹

Digital disruption is driving profound change across the workplace. The way people work has changed, and users expect the same levels of access, security and support regardless of where they are located. Our growing dependence on technology means businesses require a wide range of specialised skills that are increasingly hard to find and retain. In fact, 96% of Australian employers² believe skills shortages will impact operations or growth. Navigating this challenging landscape is placing IT teams under enormous pressure and Australian organisations are now choosing managed services partners to deliver core services, so they can focus on innovation.

In addition to relieving the pressure on in-house IT teams, managed services have an important role to play in achieving digital transformation. Almost half of organisations (49%) are striving for greater workforce productivity, while almost as many (43%) cite a greater understanding of customer needs through data collection and analysis¹. The right services can deliver increased agility whilst reducing costs as customers benefit from the latest advances in analytics, AI and automation often only financially viable inhouse for the largest enterprises. IT teams can then focus on activities that deliver the greatest strategic value, prioritising transformation while reducing day-to-day distractions. However, what do the right services look like?

Just as every organisation is different, the optimum combination of managed services also varies. Opportunities exist to improve service delivery, increase agility, increase efficiency of operations and extend service coverage – all while reducing ICT risk. Then there's the chance of competitive advantage if you can leverage your managed services partner's economies of scale and optimisation experience. However, it is far from easy to compare different offerings like-for-like. While IT leaders are practiced at defining needs, researching potential partners, and creating shortlists, often the less tangible aspects, like culture and approach, are equally important. After all, when technology plays a key role in the organisation's future, enormous trust is placed in any managed services partner. As in any relationship, earning that trust, and consistently showing it is deserved, makes all the difference.

The workplace is transforming

Comprehensive services from a trustworthy partner

Data³ capabilities

Managed Services stack

Managed Services solutions

Data³: The partner of choice

Comprehensive services from a trustworthy partner

Data#3's portfolio of managed service offerings has grown organically in response to our customers' needs over 45 years. We understand the challenges facing our customers and our services are geared to improving productivity, security and the end user experience. From discrete service offerings to a full end-to-end service, we offer both cloud-based and traditional data centre / on-premises management and support, to enable our customers to rise to the challenge of their digital transformation. For all businesses – large and small – you'll always come first with Data#3's Australian-centred team.

Our services are built on industry best practice processes and systems and backed by partnerships with world leading technology vendors:



Significant Australian footprint with service centres in Adelaide, Brisbane, Melbourne, Perth and Sydney.



24x7x365 coverage across all technology towers



Largest Microsoft partner in the southern hemisphere and certified at Azure Expert MSP level



Very high customer satisfaction averaging 4.6/5

“They’re authentic, and they understand who we are, their solutions are catered to our profile.”

Chief Information Officer, Victoria Government Agency

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Data#3 capabilities

Our services are centred on your unique environment and are increasingly powered by automation, AI and analytics to drive down costs and provide a proactive support experience.

Australian Led Services

Data#3 has nine offices across Australia and Fiji, with three integration centres and Australian managed services teams located at five of those sites. Our investment in an Australian led service promotes the best possible service experience. When combined with leading toolsets and a focus on knowledge management our customers are confident that we will understand the unique challenges of their local environment when they need us.

Backed by Tier One Toolsets

Data#3's long-term investment in tier one management toolsets, such as ServiceNow and LogicMonitor, and ITIL-aligned services focuses on driving repeatable, predictable and affordable IT service delivery. Our dedicated IT Service Management (ITSM) Team is goaled on pushing the boundaries of service efficiency.

Consistent and Transparent Support

We believe that a straightforward and open approach is key to a positive, long-term relationship, so our customers have full visibility of their support situation at any time through open systems and access to real-time data. Plus, our processes ensure service consistency no matter the engineer or service desk agent on call.

Dedicated Transition Team

Changing managed services providers can seem daunting, so each new customer works with a dedicated transition team that sits within our managed services business. With a specific focus on managed services transitions, this team offers far more than the traditional Project Management Office (PMO).

Services Maturity

With more than 45 years' experience, Data#3 builds relationships for the long haul, which means that we won't make unrealistic promises, and we value integrity. When our customers needed additional support due to the COVID-19 pandemic, our service desk helped with many requests outside the scope of existing agreements, at no additional charge. We're here to help in a crisis, and our customers know it.

Flexible Contract Structures

A fundamental principle of Data#3's managed services is to support our customers through the ebb and flow of business. This means rejecting the typical 'manage by variation' approach of the tier one providers. Should you grow with us, or have short term reductions, Data#3 will support you with flexible contracts that can increase and decrease in size without unreasonable penalty.

Highly Skilled and Accredited Team

Complement your internal resources with access to hundreds of experienced technology specialists within the managed services team. Data#3 invests in maintaining top tier partner status with all leading technology vendors and advanced certified specialisations such as Azure Expert Managed Service Provider (MSP), Cisco Master Specialisations and Dell Technologies Cloud Platform Partner.



Partner Accreditations 200+



Individual Certifications 1,000+

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Managed Services stack

Data#3's end-to-end managed services helps IT teams deliver a smooth and secure user experience.



Managed Service Desk

Service level guarantees for peace of mind support

- ✓ 24x7x365 Service Desk
- ✓ Australian centred team
- ✓ ITIL framework aligned
- ✓ Governed by ServiceNow



IT Service Management (ITMaaS)

Leverage platforms that are built, operated and supported by Data#3

- ✓ ServiceNow architectures available to use or integrate with customers own toolset
- ✓ Dedicated ITSM platform team
- ✓ Tier one monitoring toolsets (ServiceNow, LogicMonitor, Snow Software)
- ✓ Automation, workflow and self service



Managed Field Services

Onsite resources with management provided by Data#3

- ✓ 250+ national team
- ✓ Rapid access to specialised skills
- ✓ Flexible contract structures

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Data#3 capabilities








Managed Services stack

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Managed IT Infrastructure Services

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Endpoint Management	Asset Management	Backup as a Service (BaaS)	Managed Cloud + Data Centre	Network Management	Managed Security	Monitoring + Event Management
						
Desktop Support	Hardware Asset Management	On-Premises BaaS	On-Premises or Data Centre Management Solutions	Network Management	Managed Detection and Response (SIEM and SOC)	Real-time Monitoring, Analytics and Response
Device as a Service (DaaS)	Software Asset Management	Cloud BaaS	Azure/AWS Optimiser and Management	Managed Firewall and Device Management	Managed Endpoint Protection and Response	
MDM/Intune/SCCM Management	Technology Intelligence Management	Office 365 BaaS	Private/Hybrid Cloud Management	SD-WAN Management	Managed Network/Infrastructure (Managed Firewall, Proxies etc.)	
		Azure Backup	Disaster Recovery Management	Telephony Systems Management	Managed Vulnerability Management	
			Database Management	Network as a Service (NaaS)	Managed Azure Sentinel	
			Managed Office 365/Microsoft 365			

Comprehensive services from a trustworthy partner

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Managed Service Desk

ICT is more of a juggling act than ever, with teams balancing tasks to keep the lights on while driving innovation. Often, outsourcing some or all service desk tasks can be a practical way for the IT team to carve out more time for high value activities.

Data#3's service desk is staffed 24/7/365, so whenever your organisation needs help, a trained professional is just a call away. Working within an ITIL framework for service engagements, our service desk analysts are trained, onboarded, and tested before they take a single call. They get to know your business and its IT environment and become an extension of your team. Our service desk management team is not merely responsive, but actively drives improvements that minimise future service interruptions.

“The desk and DSO teams are doing an outstanding job. I can’t fault them at all. A fantastic sustained performance right across the entire team.”

Rodney Oram, General Manager,
Energy Queensland

Managed Field Services

Managing modern technology landscapes involves a wide range of specialist skills. Sourcing and retaining resources with each of these specialities is seldom practical or cost-effective, and current skill shortages make recruitment more challenging. Without fast access to the right skills, organisations can find digital transformation is delayed, offering their competitors a chance to get ahead.

65% of Australian IT leaders view the IT skills shortage as one of the main threats to their business³

With around 250 resources across a wide range of specialities, Data#3's managed field services can quickly provide the skills you need. Whether it is to fill a gap or help with a one-off or infrequent niche technology need, you can manage the tasks within the right timeframe, and with predictable costs. Our resources mobilised rapidly by your assigned Customer Experience Manager, work to outcomes mapped against the service levels determined in your own business.

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IT Service Management

From the day-to-day operations and financial management of an organisation to the challenge of continual service improvement, there is increasing dependence on reliable IT systems. Data#3 tailors a broad range of IT Service Management (ITSM) services to fit the unique needs of each organisation.

Data#3 has invested in ServiceNow as the operations, governance and automation platform for our managed services customers. Customers with existing investments in ITSM toolsets can continue to leverage these with powerful integration options with Data#3's ServiceNow.

“Data#3 was very accommodating to our needs, which made the transition process very smooth. Data#3 has demonstrated precisely the process maturity I was looking for, and they have made my job a lot easier.”

Brett Kelly, ICT Operations
Manager, McGrath Estate Agents

Endpoint Management

IT teams are expected to deliver a consumer like user experience to the business and can often find end user computing is monopolising valuable time and resources. Data#3's endpoint management services combine best practice processes and systems to simplify the management of physical and virtual endpoints and maximise the value of your investment. Our team can procure, configure, deploy and securely manage devices from your preferred vendors across your organisation to deliver an improved user experience whilst reducing deployment costs.

- Device Management
- Configuration Management
- Automated Patch Management
- OS Provisioning and Application Management
- Security Compliance and Administration

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Asset Management

Managing IT software licensing and hardware assets can be among the most costly and time-consuming responsibilities of an IT department. Tracking renewal dates, managing procurement and end of life, as well as support, often draws valuable in-house resources away from higher value business growth activities.

Data#3's extensive experience of asset management processes and our deployment of top tier systems, such as ServiceNow and Snow Software, ideally positions us to efficiently manage licensing contracts and renewals as well as EOL dates and hardware maintenance schedules. The intelligence we can access in our ServiceNow platform enables us to resolve incidents and handle service requests, as well as optimising infrastructure, from data centre equipment to end user devices. You have a clear view of your assets at any time and gain greater control throughout the lifecycle of all infrastructure.

Data#3's Technology Intelligence 360 solution delivers insights faster with a flexible 'as a Service' model powered by the Snow Software Atlas platform. Key services include:

- Licensing compliance
- Licensing optimisation
- Audit defence
- Technology visibility
- Technology optimisation
- Technology governance

"The solution helps us get on top of license renewals and saves costs because it points us to the applications that are not being used, so it takes away the potential for paying for something we don't need."

Steve Calabro, IT Infrastructure Manager, ElectraNet

Backup as a Service

From natural disasters and cyberattacks to equipment malfunction or human error, many scenarios have the potential to lose or compromise data. Most functional aspects of any organisation are dependent on continuous access to key data, so backup and recovery are critical. Data#3's specialists have the skillset to operate your solution, using your tools, and your process to ensure that your required service levels are met. We enable you to meet all regulatory compliance requirements and keep your business operating when disaster strikes.

89% of businesses report a gap between the amount of data they can afford to lose and the frequency of backups⁴.

When your infrastructure approaches end of life, we can work with you to design the right backup as a service (BaaS) to suit your needs. Whether on-premises or in the cloud, you can reduce risk and eliminate the distraction of managing backup. For a fixed monthly cost, the service can include the toolset, infrastructure and management you need, with 24/7 monitoring and management, and regularly scheduled testing, so you can confidently focus on other tasks, knowing your data is in safe hands.

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Managed Data Centre

Cloud plays a central role in the modern data centre, but getting the most from cloud investments is not always straightforward. Organisations are faced with the complexity of managing multiple environments across public, private and hybrid cloud. Understanding the right location for each application and workload is critical to making the journey to cloud a success. Due to this challenge many of our customers remain in a hybrid cloud operating model for many years and rely on Data#3 to manage both their old world and new world investments.

37% of organisations are concerned about security concerns when deploying multiple clouds, 35% see operational complexity as an issue, and 33% fear cost blow-out⁵.

On an ongoing basis Data#3's experts work with customers to understand their existing assets, and to plan where each workload could reside in the future. We provide the design skills, implementation experience, and operational support to reap maximum benefit from the cloud models available.

With a focus on Microsoft platforms, Data#3 offers a range of custom or pre-packaged cloud management services. Whether you're making the move to cloud, or want to get more from your investment, we make sure your cloud environment is effectively managed within agreed service levels to give you the right outcome.

“Data#3’s staff have been highly professional at all times, are motivated to deliver positive outcomes for our staff and clients, and have taken feedback on board to continue to develop the relationship and address any issues. This real partnership – something increasingly rare with major vendors – has been critical to our continued success.”

Chris Pivec, Chief Information Officer,
Uniting Vic.Tas

Database Management

The amount of data that organisations create is growing exponentially, driven by an increase in connected devices. Access to timely, accurate data is critical to making well supported business decisions. In other words, managing data well has enormous value to organisations, but this takes considerable time and expertise.

Data#3's advanced database management services span technical support, monitoring, and maintenance services for Microsoft SQL, and Oracle database technologies. We proactively observe and optimise your environment, maintain high levels of availability, ensure updates are applied promptly, and ensure database performance is maintained at the high level your organisation needs.

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Network Management

Increased mobility, software as a service (SaaS) usage, IoT connected devices and escalating security demands means a secure, high-speed network is a must have for organisations today. However, keeping up with the evolving demands placed on the network can be overwhelming.

70% of IT's time is spent trying to diagnose and fix issues⁶.

To help customers tackle the challenge of a growing network footprint Data#3 provides everything from network management support for wired and wireless networks, to a comprehensive network as a service (NaaS) offering.

- Network management comprises of 24/7 network support service, supporting round the clock business activity. We monitor available capacity, report on performance, and make recommendations on improvements.
- Our Enterprise NaaS is a holistic offering covering hardware, software, licensing and support delivered in a flexible on consumption-based offering.

Our experienced and multi-vendor certified network engineers proactively support, manage and maintain our customers' networks to achieve the best possible outcomes.

“High quality digital capabilities are essential to what we’re trying to achieve in public education. The agreement with Data#3 is the next step in the ongoing modernisation of our ICT and helps us to ensure our students are given every opportunity to learn and thrive.”

Scott Bayliss, Chief Information Officer, Department for Education, South Australia

Monitoring and Event Management

From minor crises to major incidents, every organisation must sometimes handle the unexpected. With technology now playing a significant role in business success, effective management of incidents is more important than ever.

Data#3 operates enterprise grade tier one monitoring platforms to constantly assess the availability, performance and uptime of your network and systems. Should an event occur, Data#3 systems will identify and triage the event before any call to the Service Desk. From this moment on, skilled Incident Managers assume responsibility of the incident and manage this through to resolution.

In the event of a major incident a 'situation room' is created that is attended by our senior engineers, the customer and any applicable third parties to get to the root cause of the incident as quickly as possible. Once resolution occurs we then review the situation and identify remedial actions that can be taken to reduce the chance of incidents reoccurring moving forward. Taking a proactive rather than a responsive approach reduces costly downtime and improves overall efficiency.

Of organisations that had reduced downtime, 49% credited better support contracts⁷.

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Managed Security

Protecting your data, networks and applications is critical. However, many IT teams lack the time, resources or knowledge to adequately provision their own security. The cost, complexity and competition in securing specialist IT skills – especially in the security and cloud professions – is an ongoing challenge.

Data#3's 'as-a-Service offerings focus on strengthening your security capabilities and protecting your organisation 24/7. With dedicated security team, supplemented by our partnership with SecurityHQ, we help prevent, detect and remediate security threats across the enterprise. We monitor and manage firewalls. We implement advanced malware protection. We analyse security incidents and events. We implement and maintain governance frameworks and security policies across the organisation. From bridging any security gaps with specific functions, to a full outsourced service, we help our customers secure their organisations from the core to the edge.

Key services:

- ✓ Managed Detection and Response
- ✓ Managed Security Operations Centre (SOC)
- ✓ Managed Security Incident Event Management (SIEM)
- ✓ Managed Firewall
- ✓ Managed Endpoint
- ✓ Managed Defender ATP

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There are several factors that determine the successful outcome of a managed service arrangement. Some are more immediately obvious, such as the right match of skills, while others are less tangible, like a culture and attitude that matches well to the organisation. Data#3's approach is to become an extension of the in-house team, supporting them as they work to advance the business. Customers can be confident in our skills and trust our experience to provide tailored, flexible and mature services.

Get in touch

Discover a managed service to match your company's needs. From SMB to the largest companies – we have you covered. Contact your account manager or [via our website](#).

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A Leading and award-winning Australian IT services and solutions provider, Data#3, is focused on helping customers to harness the power of people and technology for a better future.

Built on a foundation of over 40 years' experience, combined with world-leading vendor technologies, Data#3 is constantly evolving its solutions and services to enable its customers' success.

Leveraging solutions such as cloud, modern workplace, security, data & analytics and connectivity, combined with Data#3's services across consulting, project services and managed services, Data#3 is delivering the digital future.

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