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# Managed IT Services

*Where old-school service meets new-age tech*

Your business runs on technology - we make sure it never lets you down



# Is Your Business Really Covered?

Most businesses don't think about IT until something goes wrong. A server fails, an inbox gets compromised, a key staff member leaves and nobody knows what they had access to. By then, the damage is done - and the cost of fixing it is almost always more than the cost of preventing it.

The reality is, cyber incidents and IT failures aren't rare events that happen to other people. They're happening to Australian businesses every day - and small to medium businesses are disproportionately affected because they're often the least prepared.

- 1 ? If your main server went down right now, how long before your team is back up and running?
- 2 ? If a staff member left tomorrow, could you secure their access to company data within the hour?
- 3 ? When was the last time someone reviewed your backup strategy - or tested a restore?
- 4 ? Do you know whether your business email domain can be spoofed?
- 5 ? If ransomware locked your files tonight, do you have a plan - or would you be starting from scratch?

These aren't hypothetical scenarios. They're the kinds of situations we help businesses prepare for, respond to, and recover from - every week.

The difference between those who bounce back quickly and those who don't usually comes down to one thing: whether they had the right IT partner in place *before* it happened.



*We initially signed up with Crystal IT purely to provide us with an off-site backup. The costs are negligible, particularly in the light of the risks against which they insure. Not only has it **saved us on one occasion by enabling us to be up and running pretty much straight away after a crash**, but it has given us remote access to last night's backup to access files we were not able to access any other way, **immediate restoration of files accidentally deleted**, and also **served as a virtual server during a longer-term outage**. We sleep better at night knowing that Crystal IT are working away taking care of the day's data, preserving and securing it for us.*

Robert Hayes, Director - **Freshzest Pty Ltd**

# Trusted **Since 1998**

Crystal IT has been supporting Australian businesses since 1998. In an industry where providers come and go - and especially on the Gold Coast, where business longevity is the exception rather than the rule - we've built our reputation on doing things the right way: honest advice, reliable service, and relationships that last.

We're not a call centre and we're not a faceless helpdesk. When you call Crystal IT, you speak to real people who know your environment, understand your business, and genuinely care about getting things right. Many of our clients have been with us for 10, 15, even 20 years - and that's not by accident.

Based on the Gold Coast and supporting businesses locally and interstate, we work across property, hospitality, manufacturing, aviation, professional services, retail, franchising, and more. As a Microsoft Partner, we bring deep technical expertise across cloud, security, and modern workplace platforms, but we never lose sight of the fact that technology exists to serve your business - not the other way around.

**27+**

YEARS OF  
PARTNERSHIP

**1998**

EST. GOLD COAST

“

*I have worked with Crystal IT **for over 10 years** now and cannot recommend them highly enough for all IT requirements. They have a wealth of knowledge to ensure that our systems are kept up to date and more importantly **our IP is protected**. I have **complete confidence in the confidentiality of our data and the integrity of the service** provided by Crystal IT.*

Susan Day - **Morris Property Group**

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*Crystal IT have been our IT support team **since 2000**, and have **grown with us from the time we were a small operation to the present, where we are Australia wide**. We have **never had a major or minor system crash resulting in any downtime or lost data**, and I attribute this to Crystal's great maintenance of our systems.*

Antony van der Drift, General Manager - **Gotzinger Small Goods**

# From Reactive to Proactive

Most businesses start out with ad-hoc IT support. Something breaks, you call someone, they fix it, you get a bill. It works - until it doesn't. The problem with reactive IT is that by the time you notice something's wrong, the damage has already started: lost productivity, compromised data, frustrated staff, and invoices that are hard to predict.

Managed IT services flip that model on its head. Instead of waiting for things to go wrong, we monitor, maintain, and protect your systems continuously. We catch problems early - often before you even notice them.



### Fewer Disruptions

Issues are caught and resolved before they affect your day.



### No Surprise Bills

Your IT costs are predictable and transparent each month.



### A Team That Knows You

We learn your environment, your people, and your priorities.



### Security That's Always Current

Not something you think about after an incident.



### Someone who's already up to speed

No explaining your setup from scratch every time you call.



### Proactive IT Management

We take ownership of your environment, actively monitoring, identifying risks and keeping you informed to benefit your business.

The shift from reactive to proactive IT is one of the most impactful changes a business can make. It's not about spending more - it's about spending smarter, and getting more reliability, more security, and more peace of mind in return.



*Skinner Hamilton Accountants have been using Crystal IT as **our only IT solutions provider for over 15 years**. Since partnering with Crystal IT, we have experienced **minimal downtime** and are confident that our systems are always protected.*

*We know we can always get an honest appraisal and will **always be told if we don't really need something - totally refreshing!** We had tried the services of a number of IT providers in the past, and **Crystal is so far superior to any other that we've never looked back.***

Jason Skinner, CEO - **Skinner Hamilton Accountants**

# What You Get

Our managed service plans are designed to cover the full spectrum of your IT needs - from day-to-day support through to security, cloud management, and long-term planning.



### Monitoring & Maintenance

Your systems are watched around the clock. We monitor workstations, servers, and network devices for issues and resolve them proactively. Patches are applied regularly to keep everything secure and running smoothly.



### Security & Protection

From endpoint protection and email security to password management and multi-factor authentication, we build layered defences. Higher-tier plans add advanced threat detection, cybersecurity training, and compliance support.



### Support & Helpdesk

Unlimited remote support for tasks covered under your plan, plus scheduled onsite visits. When you call, you'll speak to someone who already knows your setup.



### Cloud & Email Management

We manage your Microsoft 365 or Google Workspace environment - email, file storage, collaboration tools, backups, and security configuration.



### User Management

New starter? Departing staff member? We handle onboarding and offboarding - setting up or removing accounts, devices, email access, and permissions quickly and securely.



### Strategic IT Guidance

Technology planning, budget forecasting, and periodic reviews to make sure your IT environment evolves with your business - not against it.

For a full comparison of what's included in each plan tier, including add-on services, refer to the Crystal IT Service Matrix & Price Card.



*They have the unique ability to **explain complex IT issues in terms that the average person can understand**. When taking us on as new clients, they **took the time to get to know our business and needs, before recommending solutions**.*

Howard Dennerstein, Managing Director - **Rightway Driving School**

# A Plan For Every Business

Whether you're a small team looking for basic protections or a larger organisation that needs comprehensive coverage, we have a plan that fits. All plans scale with your team size, and we're happy to tailor inclusions to match your specific environment.

## Business Essentials

*For businesses not yet ready for a full managed service agreement*

The Business Essentials pack covers the foundations - endpoint protection, email backup, patch management, and email authentication. You continue to pay for support on an ad-hoc basis, but your core protections are in place. It's the ideal starting point with a clear pathway to a full managed service plan when you're ready.

## Standard

*Essentials for smaller teams needing reliable monitoring and support*

Covers day-to-day monitoring, patching, antivirus, helpdesk access, and a monthly onsite visit. Designed for businesses with straightforward IT environments that need dependable, no-fuss support and a proactive safety net.

## Premium

*Broader coverage for growing businesses with more complex needs*

Everything in Standard, plus deeper network management, advanced cloud security, full staff onboarding and offboarding, enhanced issue resolution, and additional onsite time. Suited to businesses with growing teams, multiple sites, or more demanding IT requirements.

POPULAR

## Platinum

*Comprehensive protection for businesses that want maximum coverage*

Our most complete plan. Everything in Premium, plus advanced threat protection, cybersecurity training, compliance and audit support, cloud backups, and full DNS and email authentication management. For organisations that take security seriously and want nothing left to chance.

Detailed plan inclusions, add-on services, and pricing are outlined in our [Service Matrix & Price Card](#).

Contact us for a copy or a tailored quote based on your business size and environment.

# What Our Clients Say

Don't just take our word for it - here's what our clients are saying about us.

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The team at Crystal IT were invaluable during the entire process of migrating our emails and data across to Office 365 & SharePoint. They were able to **effectively explain all technical aspects throughout the process in an easy to understand fashion** and successfully managed the project from start to finish. **No more unscheduled, expensive, on-premise issues to contend with** which is a massive relief.

Jaques Labuschagne - **ULTIQA Hotels & Resorts**

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When Covid hit and we needed to have staff work remotely, Crystal IT suggested we use SharePoint. **This has been a gamechanger for us** and by far the best IT solution we have implemented. SharePoint is a **much cheaper option than maintaining an onsite Server and the savings are significant.**

Peter Lenaghan, Financial Controller - **Harcourts Broadbeach**

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Crystal IT were responsible for **building our entire IT network from day one**, and continue to provide us with a fantastic level of ongoing support. **We know that we can call on them at any time and get the answer or solution we need**, with a minimum of fuss, and for us, that is Gold!

Jason Ward, Communications & Stakeholder Director - **GoldLinq**

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**In 10 years our business has never lost one day of functioning** because of the quality of the systems installed and the maintenance provided by Crystal IT. Mark also **takes the time to explain everything he does and why** which is a great attribute for the novice IT customer.

Russell Hall, Managing Director - **Spartan Hall Constructions**

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We have found their level of service, their responsiveness and their attention to detail, nothing short of exemplary. **We have never had an issue which their staff could not resolve within a short space of time.** It's great to know that their **support is just a phone call away.**

Greg McGuire, Operating Manager - **Marina Mirage Centre Management**

# Frequently Asked Questions

We know that committing to a managed IT service is a significant decision. Here are answers to the questions we hear most often.

## We're a small business - is this really for us?

Most of our clients have between 10 and 50 staff. Managed IT isn't just for large organisations - in fact, smaller businesses often benefit the most because they typically don't have the resources to employ a dedicated IT person. Our plans are designed to scale with your team size, and the pricing reflects that.

## Do we need to replace our existing equipment?

Not necessarily. We'll assess your current hardware and software against our minimum standards and let you know if anything needs attention. In most cases, existing equipment can be brought under management without replacement. If anything does need upgrading, we'll give you honest advice about what's worth investing in and what can wait.

## What's NOT included? I don't want surprise bills.

Every plan has a clearly defined scope, and anything outside that scope is quoted before any work begins. Common exclusions include project work (like major system upgrades or office relocations), hardware purchases, and work on unsupported or end-of-life systems. The full list is detailed in the Managed Service Agreement, and we're happy to walk you through it before you sign anything.

## How long does it take to get set up?

For most small to medium businesses, onboarding takes between one to two months depending on the complexity of your environment and the state it's in when we take over the management process. This includes deploying our monitoring tools, reviewing your current setup, and establishing baseline configurations. We handle the heavy lifting - your team's involvement is minimal.

## We already pay for IT support when things break - why pay every month?

Ad-hoc support is reactive by nature - you only call when something's already gone wrong. A managed service means we're monitoring, patching, and protecting your systems continuously, so many issues are prevented before they cause disruption. Most businesses find that the cost of prevention is significantly less than the cost of repeated break-fix incidents - and far more predictable.

## What happens if something goes wrong outside business hours?

Our standard plans cover business hours, Monday to Friday, 9am to 5pm. Extended hours coverage is available as an add-on for businesses that need it, but if you experience occasional out-of-hours issues, we'll simply raise a separate invoice for the work completed on that one occasion. For critical issues like server outages, we have severity-based response protocols that prioritise getting you back up and running as quickly as possible.

## What if we're locked into a contract and the service isn't what we expected?

Every new agreement starts with a 3-month evaluation period, during which you're free to cancel if you find the arrangement isn't working for you or you don't see the value in proceeding. After that, our agreements continue on a 12-month cycle with fair termination provisions. We don't rely on lock-in clauses to keep clients - we keep them by doing a good job.

## Can we start with a basic plan and upgrade later?

Absolutely. Many of our clients start with Business Essentials or Standard and move to a higher tier as their needs grow. There's no penalty for upgrading mid-term - we simply adjust your plan and billing accordingly.

# Let's Talk

Whether you're looking for a complete IT partner, thinking about switching providers, or just want to make sure your business is properly covered - we're happy to have a straightforward, no-obligation conversation about where things stand and what might make sense for you.

## Here's how it usually works:

1

### We have a chat

You tell us about your business, your current IT setup, and what's on your mind. No forms to fill out, no sales pitch.

2

### We put together a recommendation

Based on your environment, your team size, and your priorities, we'll suggest the plan and services that make sense. No upselling for the sake of it.

3

### You decide

We'll give you a clear proposal with transparent pricing. No lock-in traps, no hidden fees. Just honest advice and a plan you can understand.



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