

DATA SHEET

Managed ICT Support

Proactive services that maximise uptime, mitigate against data loss and improve system performance



BENEFITS

- **Flexible IT support**
- **Industry-leading expertise**
- **Managed Detection & Response**
- **Constant monitoring and proactive troubleshooting**
- **Patch management on all devices**
- **Guaranteed response times**
- **Access to 24x7 support & Incident response support**
- **Business Technology Reviews**
- **Roll out best practice security policies**

Why Advantage

Advantage has been at the forefront of technology for nearly four decades! Kiwi owned and operated, we have a dedicated team of engineers and support staff across New Zealand providing Security Services and ICT support to leading businesses.

We have our own datacentre, dedicated cyber-security team and boast a 24x7 Security Operations Centre. We understand how important it is to you that your data is safe. Advantage is **ISO27001** certified, meaning you can trust that we apply trusted security and information practices.

Overview

Our key driver is to ensure we align the right support to your business.

We offer three Managed Support Agreements:

- Foundation - Unlimited remote monitoring
- Remote - Unlimited remote support and monitoring
- Premium - Unlimited on-site/remote support and monitoring

We offer Managed Detection and Response (MDR) across all our offerings. Cyber risk is one of the greatest business risks facing organisations today, the inclusion of MDR ensures that your business adopts a proactive approach to security and reduces the risk of an undetected security breach

Cost Effective

Skilled IT resources are expensive. Adopting an Advantage Managed Support Agreement provides:

- access to a skilled and experienced team of engineers and consultants
- cost predictability and heightened ability to manage budgets through the standard monthly contracted fee
- ability to free up your team from routine tasks, allowing them to focus on strategic business priorities

To learn more about Advantage, visit: [advantage.nz](https://www.advantage.nz)

About Advantage

As one of New Zealand's longest standing ICT and security providers, Advantage brings leading security and technology support to business. ISO27001 and Incident Response SIREN certified, we are armed with the tools and skills to increase security effectiveness and reduce business risk.