

Microboss i³
managed services

INTELLIGENT INFORMATION INFRASTRUCTURE



Microboss i³

Our Vision

Over the past 2 decades the IT Industry has seen many IT service providers blossom and then simply wither away. During the past 20 years Microboss has grown from strength-to-strength. We have seen the birth of many technological milestones and continue to lead with our vision to be at the forefront of technology and business solutions.

Our Philosophy

Our ethos is simple: When we identify a product or service that adds value to our customers, we invest in our people to become experts in that field. Microboss has managed its capacity and growth to provide the highest standard of services without compromising our values and long history of excellence.

Our Objective

We are proud to provide a plethora of solutions that enable our customers to achieve their business goals. We believe that our success can only be achieved when our customers achieve success, and it is this belief that drives us to ensure that our partnerships are built on a collaborative and symbiotic foundation that will exceed the next 20 years.



Get the Edge

Align ICT with Business Objectives

Microboss i3 Managed Services aligns your ICT capabilities and resources to realise your business objectives. Shift your ICT focus from infrastructure management to business delivery management.

Improve your Business Productivity & Efficiency

Business depends on your ICT network & systems infrastructure to provide information, communications, business processes and applications. The constant change of business landscape makes it challenging for ICT to keep pace with business processes and technologies, geographically dispersed users and sites, multivendor requirements and regulatory compliance.

Microboss i3 managed services provides results-oriented managed services that allows your organisation to achieve your strategic business objectives from your ICT investment. Our proactive approach and advanced heuristic technologies monitors your environment and provides resolutions before users are impacted or notice a decline in performance. Your staff will have more time to be productive with fewer disruptions or breakdowns.



Service Portfolio

Service Desk

Microboss i3 provides a comprehensive & flexible Service Desk environment. Choose from selected Help Desk Services to a Total Corporate Enterprise Service Desk Environment.

Patch & Update Management

A complete and comprehensive range of Patch Management services eliminates the time consuming task of installing patches & software updates. Our flexible approach provides tailored patch management controls to ensure any changes do not effect legacy business applications.

Alerts & Notification

By continuously analysing the ICT environment for immediate or possible issues, our systems alert all relevant entities and escalate notification hierarchy when required through email, systems portal and SMS.

Network & System Health

Microboss i3 continuously monitors and analyses a number of key network and systems health indicators, allowing us to determine if any action is required to avert any network or system failures or degradation in service.

Reports & Dashboards

Access & Monitor the performance of your ICT environment & SLA's. Using our personalised portal you can access all historical information on all aspects of your ICT environment & SLA's. Our REAL TIME performance dashboard provides you with instant information as it happens.

Trend Analysis

Monitor performance and capacity trends. Our analytical reports provides you with the evidence you require to budget, plan and implement improvements before they become mission critical.



Service Portfolio

Continuous Monitoring

Feel assured as we keep a watchful eye over your ICT environment. Our monitoring tools detect and analyse all activities throughout your ICT infrastructure.

Device Discovery

Continuously monitor and analyse any changes to your hardware, software or network. Take control of any devices attached to your network and protect your SOE from unauthorised installations of software.

Automated Systems & Processes

Our Artificial Intelligence systems eliminates human error and resolves common issues of ICT Events and Incidences, providing effective resolutions and maintenance of the ICT environment.

Predictive Failure Analysis

Detect and determine when your devices will fail and provide you with the opportunity to resolve it at your convenience before it impacts your ICT environment.

Backup & Restore

Microboss i3 backup & restore services monitors and manages your existing Backup Systems and ensures all backups and restorations are performed and managed to your policy and procedures specifications.

SOE Policy Management

We ensure your SOE is adhered to and manage all authorised changes to the SOE Policy and any temporary allowances to system changes. Our controlled & flexible approach provides a balance between business productivity and risk mitigation.



Service Portfolio

Performance Analysis & Delivery

Provide Peak Performance to your business users. Get the most out of your ICT environment and deliver your business systems and information at the maximum potential. Our performance solutions reduce the risk of systems degradation and are aligned with business users expectations.

Automated Remediation

Our systems have been designed to automatically discover, identify and remediate incidents before users are impacted. Escalations to our Subject Matter Experts are automatically initiated in the event that incidents are not resolved automatically.

Virtual Environment

Microboss i3 virtual ICT services ensures your existing virtual ICT environment is performing at its potential. Our comprehensive skills identify any potential issues in performance, capacity requirements, load balancing, redundancy and business continuity.

Event & Systems Logs

Comprehensive audit logs are continuously collected throughout the ICT environment. Data collected provides the information required to create analytical data into business intelligence. Better decision making will assist you to divert any potential critical situations and provide clear direction for your continuous improvement strategy.

Disaster Recovery

In the event of a disaster occurring, our team will initiate the recovery of critical data and transactions in conjunction with your business continuity policies and procedures to ensure minimal impact to the business and ICT service delivery.

Application Server Technologies

Strengthen the reliability and performance of your Application Server Technologies (AST). Experience a dependable ICT server platform with our enterprise application architecture. Microboss monitors, manages and maintains key elements of your AST such as File and Print Services, Database Services, Web Services, Exchange and Domain Controllers including Active Directories.



Advantage Packs

Business Continuity

Ensure your Critical Business Functions are available within your Maximum Tolerable Period of Disruption (MTPD). Whether your business is disrupted by a Natural or Man Made event, Microboss i3 will execute your Business Continuity Plan to ensure your business is operational within your tolerance of disruption and loss of Business Process and Information.

High Availability

Improve the productivity of your business with no degradation or disruption (unscheduled) of ICT service delivery. Microboss i3 ICT planning and design architects are skilled in providing High Availability Technologies and Methodologies. Our Managed Services ensures that your investment in HA is managed and maintained to ensure its business improvement objectives.

Data Protection

Protect your Business Information from system errors, accidental destruction, malicious attacks and cyber theft. Microboss i3 Data Protection Services prevents any unauthorised access to sensitive business information. Our systems detects and alert any irregular attempts to delete or destroy any business records that are part of the corporate records retention schedule.

Virtual Environment

Realise the potential from your Virtual ICT Environment. Microboss i3 provides highly skilled engineers to manage and maximise the benefits from your Virtual ICT Environment. Microboss i3 will manage and improve your virtualisation environment for increased performance, high availability, improved reliability, and enhanced resource efficiency.

Backup & Recovery

Prevent the loss or corruption of your most valuable business asset. Microboss i3 managed services ensures your data is replicated, protected and managed according to your backup and retention schedules. Our Backup & Recovery methodologies ensures the security, quality and accessibility of your business and systems information.

ICT Asset Management

Make the most of your ICT assets with Microboss i3. Manage the hardware and software that is on your enterprise network, take control of your assets and discover what you have, what you need and what is being used. Improve your asset accuracy and ensure your assets are aligned with your business strategies and objectives.



Project Packs

Project Management

Projects are a means by which we introduce change. Delivering project objectives within the expected performance targets of time, cost, quality, scope, benefits and risks are key to any successful project. Our Project Management Team are experienced in planning, delegating, monitoring, communicating and control of all aspects of the Project to ensure all expected outcomes are realised.

ICT Infrastructure Design

Take advantage of a well designed ICT infrastructure. Microboss i3 ICT architects are skilled at designing a platform to meet and exceed your business requirements. ICT Blueprints are crafted to deliver maximum performance, quality of service and high reliability and availability. Our methodologies in planning and design provide the foundation and capacity for continual service improvements of your digital business enablement.

Desktop Migration

Improve your business productivity and upgrade to the latest Desktop Environment. Microboss i3 ensures your users experience a smooth transition from their old environment to the new. Increase user confidence with no impact or degradation of business user productivity.

ICT Relocation Services

Relocating your ICT environment can place your business at a high risk. Ensure a smooth transition with no disruption of business during your transition. Microboss i3 has a track record of successful ICT relocation projects and can manage your ICT relocation from the planning stage to post implementation support.

SOE & SOA Design

Create an SOE & SOA design with a more holistic approach. Our Enterprise Architects are skilled at developing a set of enterprise wide standards that encapsulates your business-orientated infrastructure. Reuse common services and software resources, minimise support and development, take control and utilise your business information and provide a common platform across your business systems.

Virtualisation Design

Take advantage of our virtual ICT environment designs. Improve your infrastructure efficiency, productivity and performance with the flexibility of a virtual ICT environment. Our systems & designs ensures business continuity with smooth operations and management of your virtual ICT environment.



Delivery of Service

Service Level Agreements

Microboss i3 Service Level Agreements (SLA) provide absolute confidence to the performance and reliability of our service offerings and delivery. Our controlled and flexible approach enables us to blueprint a tailored SLA to suit your business requirement needs.

Coverage Hours

To keep up with increasing business demands and diversity, you may require support outside the traditional standard business hours. Whether your business operates Round-the-Clock or you have Global operations that requires Follow-the-Sun support, Microboss i3 provides 24 x 7 services to satisfy all your extended hours requirements.

Skill Pool

Our depth and collaboration of Subject Matter Experts and Masters provides you access to the best depth of knowledge and experience to resolve a vast range of complicated and diverse issues and problems.

Respond & Resolve

Microboss i3 methodologies and processes are designed to minimise any disruption to your business. Our ICT support processes are aligned with your business to meet your Recovery Point Objectives (RPO) and/or Recovery Time Objectives (RTO) in conjunction with your SLA requirements.

Geographical Coverage

Geographical barriers are eliminated with Microboss i3 managed services. Microboss i3 provides support to your entire business operations, whether you have international or remote offices, working from home or the cafe, or travelling around the world, Microboss i3 is available to support your business everywhere.

ITIL Framework

Our adaptation of ITIL as our Best Practice model ensures a common approach in methodology and process, providing a clarity of responsibilities and hand off points.



Getting Started

Take the opportunity to improve your ICT environment

Microboss i3 provides a clear path for your first steps towards realising your ICT Improvement potential. Our comprehensive knowledge and experience is the foundation for our skilled support engineers to deliver a high performing, reliable, and cost effective Managed Services solution that is aligned with your Corporate Strategy and Business Objectives.

Vision and Strategy

Strategic planning is the key to a successful implementation of your Corporate vision. Microboss i3 will assist in designing a managed services solution in line with your business objectives.

Change Management

Change can be unsettling for many people and organisations. Microboss i3 is experienced in the transition of change and applies a hybrid of best practice methods and experience to every individual project to compliment the business culture. Our change management strategy is to transition change with minimal disruption to the business and meet the business objectives whilst treating effected people with humanity and respect.

Continual Service Improvement

Microboss i3 adopts a Continual Service Improvement methodology to ensure we continue to provide the highest quality, performance and reliability of our managed services. Our continual monitoring of KPI's, SLA's, quantitative and qualitative measurements verify if improvement initiatives are proceeding according to plan, and provide the opportunity to pro-actively introduce corrective measures where necessary.

Business and ICT Analysis

Microboss i3 Business Systems and ICT Analysts identify business requirements and effective solutions to achieve your strategic plan. Recommendations are based on a hybrid of experience, knowledge, and evidence discovered. Our analytical approach to our recommendations provide the foundation to make an accurate and informed decision.

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