



CONSULTING IT



Capability Statement

Consulting IT is a professional, well established IT Managed Service Provider (MSP).

Founded in 1996, we specialise in IT support, deployment and strategic planning for the potential growth of our clients in a wide and diverse range of industries.

contact@consultingit.com.au

07 3805 0700



CONSULTING IT

Who is Consulting IT?



Core business principles are based around:

- Focused client-centric solutions
- Full transparency
 - Trust/ Value/ Integrity/ Respect/ Ethics
 - Focused problem-solving ability
 - Up-to-date technology awareness and adoption
- Flexibility
- Best practice methodology
- Staff teamwork and development

From the CEO Mr Anthony Fensom:

“Consulting IT is all about providing and achieving optimal support levels and infrastructure management support for our clients for their Hardware/ Software and Networking requirements.

Regardless of their organisational size, if they are one of our local or national clients, our mission is to deliver the optimal conditions for success and growth of our client’s organisation. Consulting IT provides specialised, scalable and innovative solutions to meet both the clients current requirements and a roadmap for future needs.

I am extremely passionate about my clients and this passion is reflected by the experienced team I have assembled in support of my principles, my values, my integrity and my commitment to our clients.

Through these values I believe it encourages innovation and allows for staff growth which in turn enables strong lines of teamwork, respect and trust.

Our mission each and every day is to provide unsurpassed service and advice for our clients.”

Anthony Fensom

What does Consulting IT do?



SERVICES

Helpdesk
Desktop & Server
System Performance
Monitoring
Strategic Planning



SYSTEMS

System Design &
Implementation
Onsite-Hybrid-Cloud
Systems



PROTECTION

System Audit
Managed Backup
Disaster Recovery &
Business Continuity
Network Security

What makes Consulting IT different?

Consulting IT can partner with an organisation's current IT Manager and Support Desk structures; you can outsource as little or as much of the IT Infrastructure support as required to ensure IT Department remains a cost-effective division of your organisation.

Consulting IT has a distinct engagement method, providing Service Level Agreements (SLA) which meet our partners individual needs. We provide proactively maintained IT systems to ensure that your infrastructure is running at optimal levels with potential issues detected prior to impactful outages.

Our SLA target for clients is a four-business hour response, this can be adjusted to match individual SLA target requirements if shorter response is requested for business continuity.

We put strong emphasis on client-focused systems that delivers business benefits in real time. Consulting IT provide an industry-leading, transparent ticketing platform as well as remote management systems that provides our partners with full visibility of queries and/ or resolutions online or via our IT Concierge. The many years of experience enables Consulting IT to best identify our partners business needs, their requirements and to continually adapt technology to provide the best usability and experience.

Best practice and effective IT is all about ensuring that there is a stable base platform, that the documentation is complete, that all processes are all in place and that Consulting IT are in a position to provide our partners with unsurpassed communication, service and advice.

As a company, Consulting IT remain up to date with progressive technologies in an ever-changing digital landscape, this coupled with our continued focus to staying current with our internal systems, training, process management and documentation all reinforces our commitment to our partners.

Consulting IT has well-established relationships with leading vendors both within Australia and Internationally. We maintain long-standing trading accounts with creditors and major suppliers such as:

Silver
Microsoft
Partner

VEEAM
PROPARTNER

DELL
PartnerDirect

Lenovo

CISCO

FORTINET

Hewlett Packard
Enterprise

Performance

Our support and infrastructure management services support organisations of varying scale, with our largest client being a 150-strong team across multiple sites.

Our client relationships are enduring, Consulting IT have an extremely low churn rate with many of our larger clients partnering with us for more than 10 years.

Our ability to provide sound strategic planning assistance coupled with our transparent and honest IT Infrastructure guidance endorses our commitment to our partners.

We specialise in supporting clients from the following industries:

- Professional Services
- Not for Profit
- Mining and Energy
- Engineering and Manufacturing

Case study: RigIT

The design and development of this system provided our client with a stable and extensible platform for data management and visualisation services. Reducing their solution from a rack space of 1.2m³ to a suitcase/ airplane sized carry on mobile.

- Flexible base design
- Short notice deployment capability
- Customisable
- On-site hosting of software applications
- 3rd party service integrations



5 reasons to choose Consulting IT

Agility

Being a highly qualified and well-run team, Consulting IT can mobilise to our partners sites quickly and effectively. All senior staff are trained and equipped to attend safety focused locations including those with specific inductions and certifications for rig sites for example.

Stability

We are a financially strong, self-funded business. All reporting and liability commitments are met on time, this coupled with a proven 20+ year track record of planning and executing strategic and succession plans both externally and internally with success.

Competitive pricing

Our fixed price model offers best value for ongoing support and is scalable in line with our partners future roadmap.

Individual client support

Consulting IT provide individualised options for bespoke Service Level Agreements that offer relevance and value to partner specific current needs and growth strategies.

Team focus

Consulting IT are a tight-knit team who are both skilled and professional. We endeavour to retain both talent and knowledge preferring to upskill our team from within as much as possible.

We believe that staff satisfaction is intrinsic to high performance which delivers client satisfaction, our successful approach is reflected in our low staff turnover with the average length of service across our senior technical team being 9.5 years in 2020.

Customer satisfaction is key

We are proud to have a >98% rating for overall customer satisfaction.

Our clients have provided our team with a “Gold Star,” with the total respondents rating us ‘Amazing’ currently at 84% – and continually improving.



More about us

Our staff qualifications:

- Level 3 OPC Professional Certification
- PI System Administrator for IT Admin
- ISI/ DCGI Certifications
- Masters of IT
- Bachelor IT Software
- Bachelor IT Networking
- Bachelor of Computer Science
- Diploma of IT - Networking
- Adv Dip in Electronic Design and Multimedia
- Diploma in Multimedia
- Certificate 4 IT in Networking
- Certificate 4 in Project Management
- Certificate 4 in Training and Assessment
- Kaseya Certified Professional
- LabTech Certified Professional

Ongoing training:

- Dell
- Lenovo
- HP
- Microsoft
- Veeam
- Fortinet

Our internal structure:

- **Anthony Fensom** - Chief Executive Officer
- **Alex Gardner** - General Manager/ Technical Director
- **Corey Hill** - National Sales and Marketing Manager
- 2 x Level 3 Technicians
- 1 x Senior Software Engineer
- 2 x Level 2 Technicians
- 4 x Level 1 Technicians
- 1 x Administration Assistant

Contact:

CONSULTING IT

A: 14a/2 Grevillea Street

Tanah Merah, QLD 4128

T: 07 3805 0700

F: 07 3102 8575

ABN: 84 092 066 352

contact@consultingit.com.au

07 3805 0700



CONSULTING IT