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# Teksupport Computer and Internet Solutions that really work.



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COMPUTER AND INTERNET SOLUTIONS THAT REALLY WORK

# What makes Teksupport different

Teksupport is an Australian IT company based in Victoria and for over 20 years we have delivered reliable, secure and affordable computer systems to many different businesses. We have supplied computer hardware, software and a range of consulting and support services to a wide variety of small and medium businesses.

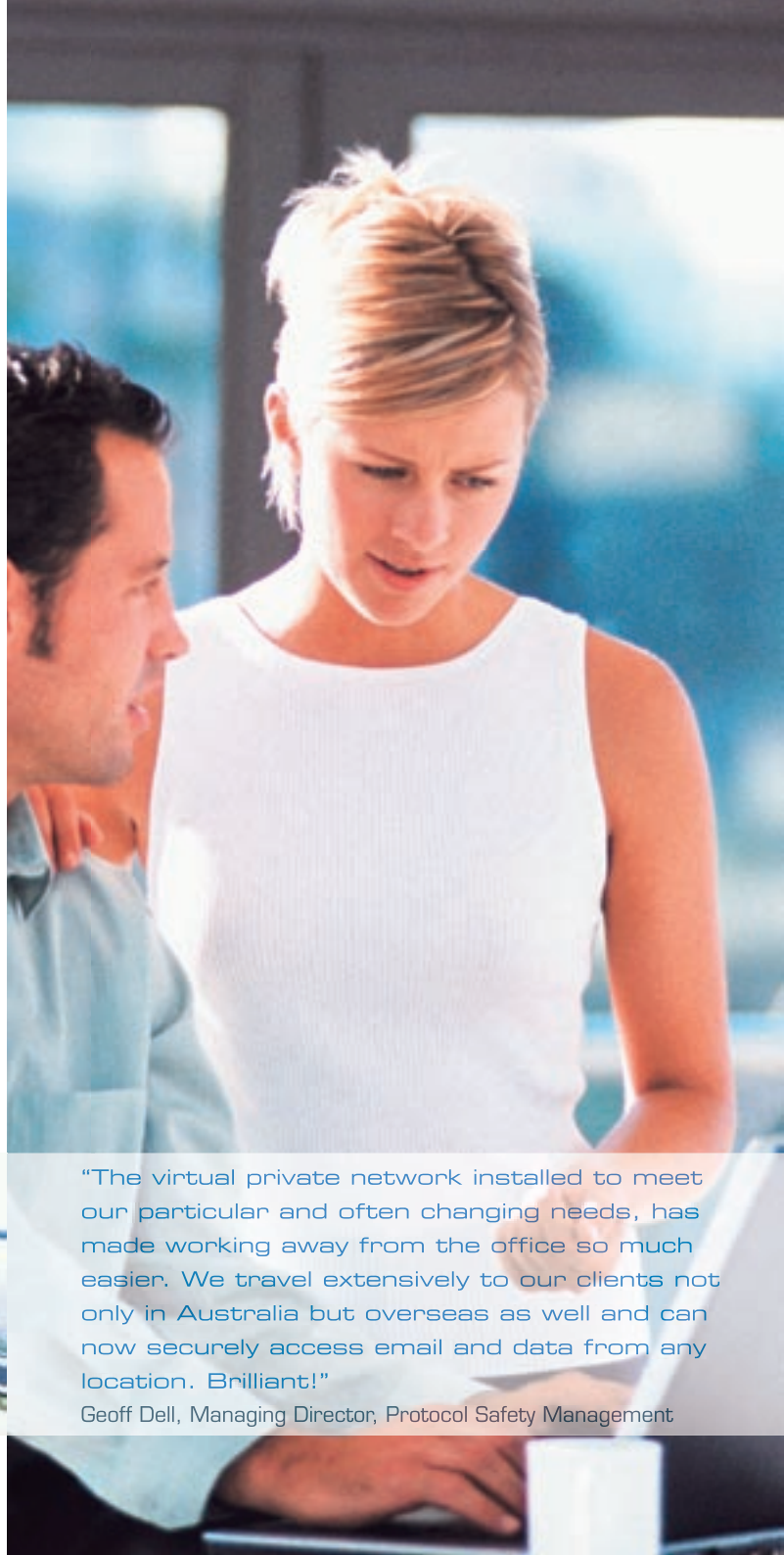
For nearly 10 years, Teksupport has also been an Internet Service Provider. Our mission is to deliver computer solutions that really work.

## **Your IT Department**

Every business needs a computer to operate efficiently, but not every business can justify the expense of employing a dedicated IT person to manage it. At Teksupport we can do this for you on an as-required basis. We are only an email or phone call away and can do everything from installing new software, to adding or removing users, to ensuring printers are networked correctly and that vital information is backed up properly. This allows you to get on with doing what you do best – running your business.

## **Consulting Services**

Teksupport can provide independent and unbiased consulting services for individual or on-going projects as required. We pride ourselves on our impartial and expert advice.



“The virtual private network installed to meet our particular and often changing needs, has made working away from the office so much easier. We travel extensively to our clients not only in Australia but overseas as well and can now securely access email and data from any location. Brilliant!”

Geoff Dell, Managing Director, Protocol Safety Management

# Teksupport Internet Solutions that work

Teksupport offers a range of Internet related services including Internet access from dial-up to business grade ADSL. We can provide affordable Business Communication solutions incorporating permanent Internet access combined with a secure firewall and mail server to provide each user in your business with fast and immediate access to email and the Web on their desktop. These solutions give you a sense of security and control about who has access to your business data.

## **VPN - Virtual Private Network**

If your company has more than one office, a VPN allows you to connect them together securely using the internet. A VPN also enables you to have more flexibility in the way that you work by giving you or your roving staff, access to your office infrastructure and data. Teksupport can install a VPN which will give the convenience of secure access to your office network from anywhere you can get an internet connection.

## **Spectra ADSL for Business**

Teksupport Spectra ADSL is a business grade service offering multiple fixed addresses and a range of ADSL services from 256/64k up to 1536/256k.

## **Dial Up Internet Access**

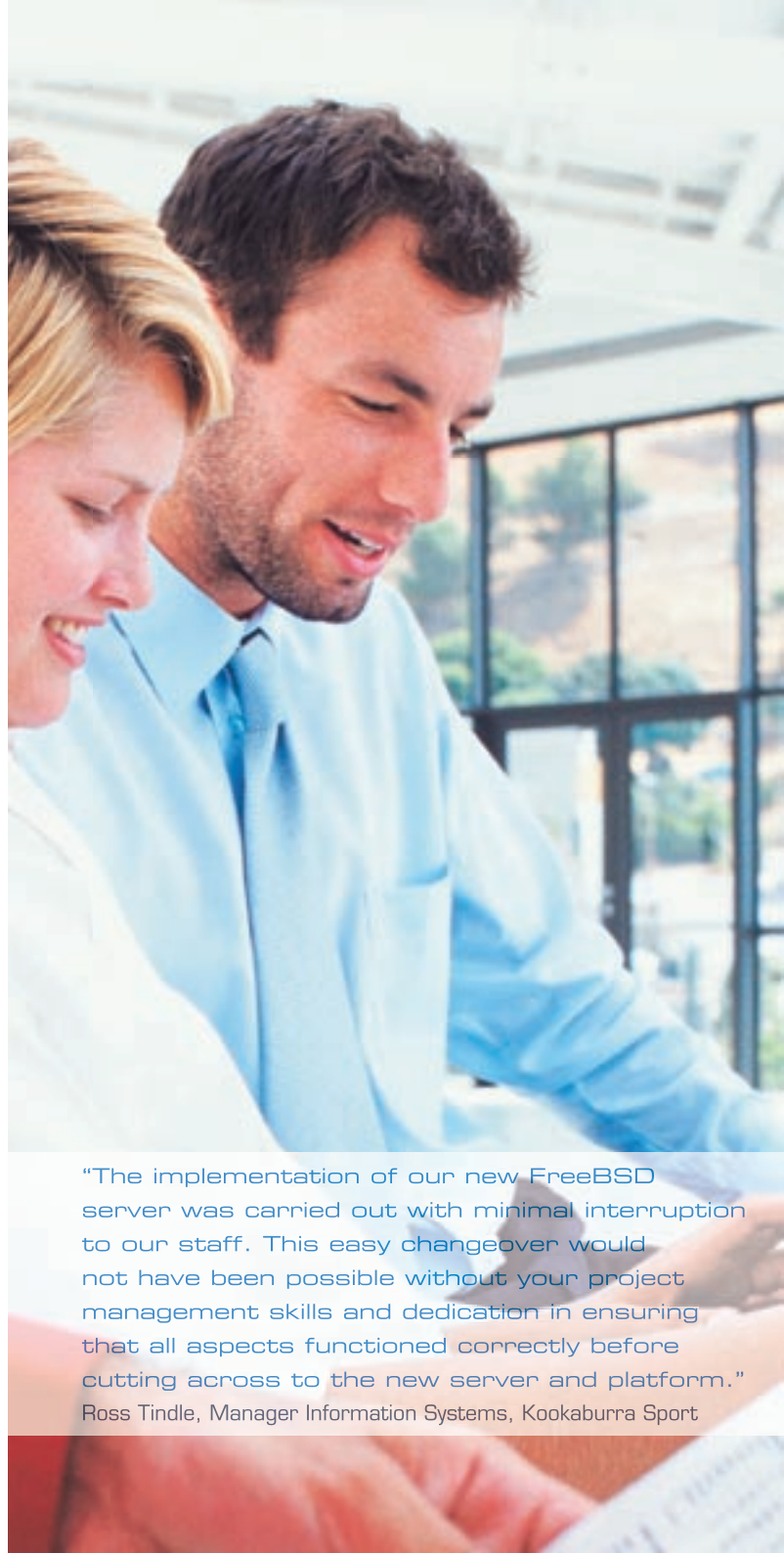
We provide Internet access with no setup fees, long term contracts, time limits, download charges or ongoing monthly bills. You get to use what you have paid for, at your convenience.

## **Website Design and Hosting Service**

Teksupport can co-ordinate the design or redesign of your website by professional graphic designers. Interactive websites can be built using PHP/MYSQL or Cold Fusion/MYSQL.

## **Domain Name Registration and Hosting**

Teksupport can register, manage and host your domain name. This enables Teksupport and you to make changes to your Internet services with minimum disruption.



"The implementation of our new FreeBSD server was carried out with minimal interruption to our staff. This easy changeover would not have been possible without your project management skills and dedication in ensuring that all aspects functioned correctly before cutting across to the new server and platform."  
Ross Tindle, Manager Information Systems, Kookaburra Sport

## Firewalls

Using a computer to run your business is a given these days, but many companies do not install adequate security. A robust firewall is essential to allow you to control what information flows in and out of your network. At Teksupport we have developed our own unique firewall solution, which we call a TIG – Teksupport Internet Gateway. This small box can provide all your company's communication needs. The TIG is one of our managed solutions, so you can leave the intricacies of Internet security to us. The TIG can grow as your business grows so you will always have a secure network system that suits your needs.

"When Mitre 10 Mega needed to source an Email solution for the new Mega stores, Teksupport not only provided us with a comprehensive solution which addressed our security and anti-virus concerns, but also came with comprehensive management reports. I would be more than happy to recommend Teksupport to anyone as not only did they fully meet our criteria but it was done in the most cost-effective way."

Glen Reagon, Communications & Infrastructure Manager,  
Mitre 10 Mega Limited.

# Teksupport Support Services

## Network Installation & Support

Teksupport specialises in supplying high reliability network server solutions based on FreeBSD and Samba. We also have over 15 years experience in the installation and maintenance of Novell NetWare and its associated products. Many of our networked customers prefer to use our networking expertise on a consultancy basis rather than employing a full-time network administrator.

## Infrastructure

Teksupport's technical background places us in an ideal position to supply and install the right equipment for any situation. We

remain fiercely vendor independent and are therefore able to recommend and supply the best hardware/software solution for any given application, according to your specific requirements. We specialise in providing solutions that integrate Microsoft Windows on workstations and FreeBSD for reliable server applications such as firewalls, mail servers and file servers. If you are looking for 'off the shelf' products including Microsoft, anti-virus products, communications and multimedia packages we can supply, install and most importantly make them work for you.

## Data Cabling

Teksupport firmly believes that time spent planning an infrastructure design will save you time and money in the long term. Teksupport can design your system layout allowing for future growth and technology upgrades. We can provide data cabling, electrical wiring, wiring distribution systems, patch panels, patch leads, hubs and repeaters etc.

## Maintenance Agreements

We can offer a totally flexible maintenance package to match your specific requirements, including response times and levels of service. Services range from Preventative Maintenance to Full Remedial with varying response times. Teksupport has the expert personnel as well as the latest state-of-the-art technology to fully cater for your computer hardware needs. Many insurance companies will now not cover computer equipment unless it is covered by some form of maintenance agreement.

## Pre-Paid Vouchers

An alternative to a Maintenance Agreement is the Pre-Paid Voucher system. Vouchers give you the flexibility to choose what equipment you want to cover and when. Purchasing Pre-Paid Vouchers offers a discount on the normal time and material rate and insures that Teksupport will respond to your call within one business day. This is also a good way to control expenditure on computer maintenance. Vouchers are available in books of 10, 25 or 50.

Call 03 9562 4577 today  
for Teksupport solutions that  
will work for you.