

Kinetic IT is a leading provider of enterprise class managed services solutions.

We work with clients from a variety of industry sectors, both private and government, who seek high quality, scalable and cost-effective solutions within some of the largest and most complex environments in Australia.

In return, we offer proven experience and capability, a commitment to best-practice methodologies and a refreshing penchant for flexibility and customer focus. At Kinetic IT, it doesn't follow that one size fits all – there's simply your business needs and the most appropriate solutions.

With the capability and scale to work within any environment, Kinetic IT is the ideal match for your organisation's managed service requirements. Read on for more about our offering, or contact us to find out how we can help.

Consolidated Service Desk Service

From consulting through to managed desks for up to 100,000 users, Kinetic IT is a recognised authority in the provision of service desk solutions.

Kinetic IT provides true end-to-end call management, which extends to monitoring, reporting and overall ownership of requests.

We are sympathetic to the need for service desks to align with a customer's organisational culture. Under our dedicated resourcing model, our support staff are able to provide insightful service and are highly alert to the impact of issues and downtime. This balance of organisation and technology helps increase end-user confidence and improve the use of ICT services.

Desktop Management

Kinetic IT operates a desktop management service capable of managing over 100,000 end-user devices in metropolitan or regional areas of Australia.

While desktop management presents unique problems to organisations of all sizes, delegation to Kinetic IT can help ensure an efficient solution.

Kinetic IT's commitment to best-practice methodologies (such as ITIL) and industry leading toolsets enables our desktop teams to deliver reliable and efficient solutions – while our proven support processes and customer-focused approach maintains continuity and user satisfaction.



Server Management

Kinetic IT has significant experience configuring and managing server and storage infrastructure in large organisations, and has outsourced management responsibility for over 3,000 servers across Australia.

Product recommendations are based on assessed best fit – not our alignment to any particular vendor. In this way we can ensure appropriate allocation of technology to maximise value for customers. Kinetic IT is a Microsoft, VMware, SUN, McAfee, IBM and HP partner. In addition we constantly build

on our already substantial experience with emerging and enterprise class technologies such as public, private and hybrid clouds, n-tier application architecture and virtualisation technologies.

Timely delivery, responsive operations control, infrastructure management and proactive activities such as capacity management help ensure continued effectiveness and availability of our customers' IT infrastructure.

Data Centres

Kinetic IT has significant experience implementing enterprise class data centres to the highest levels of resiliency and availability, at the same time as achieving sustainability objectives.

Our service delivery capability includes providing services through our own data centre, to managed outsourcing of third party or privately-owned facilities. We employ experienced and internationally accredited staff that can consult on design and implementation, including sourcing premises. Kinetic IT adheres to the AS2834 (environment type 1) standard and grades facilities according to the TIA942 tier rating system.

We currently manage 13 data centres throughout Australia along with providing management and consultancy services to others.



The Kinetic IT Difference

Since 1995, many of Australia's largest organisations have aligned themselves with Kinetic IT for proven end-to-end IT solutions.

However, we find it's the less tangible factors that differentiate Kinetic IT from other providers and result in genuine fit-for-purpose solutions, efficient service delivery and end-user satisfaction.

We're not confined to using only one vendor or methodology. Our approach is simple – we find the best solution to the requirements of our customers, be it highly innovative or tried and tested.

It allows for efficient and transparent delivery, along with rapid resolution and problem solving. It also allows us to be a partner of genuine insight to organisations that are seeking true ongoing support.

Our customers receive Kinetic IT staff dedicated to their company, and their company only. It ensures our staff are customer focussed and helps to improve end-user experience.

We employ over 700 staff in six national offices, who are passionate, highly qualified and empowered to make decisions.

We've worked with some of the nation's largest companies and we have a 100% referenceable record to prove it – just ask us.

When you take everything into account, we're certain you'll find Kinetic IT is the ideal solution to your company's IT service needs.

Managed networks and security

Kinetic IT has implemented over 2000 network-connected sites in Australia for businesses that have sought the benefits of outsourcing the design and ongoing management of this critical service.

From single user locations to some of the most complex sites in Australia, Kinetic IT has the capacity to deliver a range of network and security systems and technologies across both fixed and wireless infrastructure. Our staff manage multiple WAN technologies, various switching and network hardware and security infrastructure from every major vendor, ranging from Cisco firewalls to host-based IPS/IDS systems. We are also Cisco, Microsoft, CA and McAfee partners.

By delegating ongoing network establishment and management to Kinetic IT our customers benefit from a comprehensive offering set, skilled practitioners and a solution correctly tailored to their business needs.

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