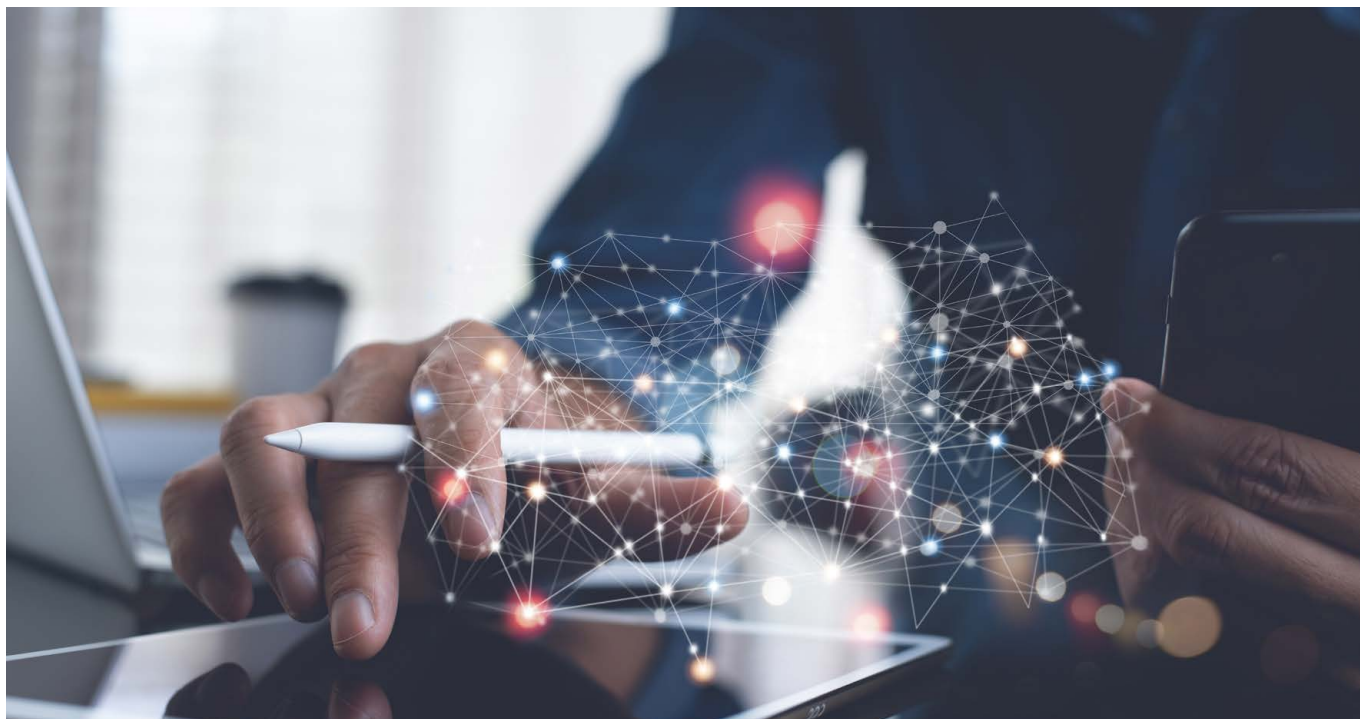




# Toshiba Managed Technology Services

**TOSHIBA**

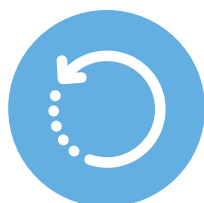
Committed to People, Committed to the Future.  
Your people and your future.



**Businesses are more dependent than ever on Technology.** Smart businesses are turning to Toshiba's Managed Technology Service (MTS). We view technology as your strategic asset - transparent, reliable and predictable, underpinned by stringent levels of service. Our goal is to bring all of your technology needs together, removing the burden of multiple contracts and service providers.

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# Toshiba's full technology offering



## **Business continuity, security and disaster recovery (BCDR)**

Backup is the key to cyber resilience. The Toshiba backup solution delivers local and cloud backup, unparalleled disaster recovery

and 24x7x365 single-vendor support, ensuring your business can recover rapidly and continue, in the face of unplanned incidents.



## **Key Systems and Infrastructure - private cloud, on-premise and hybrid models**

Our clients have access to highly efficient cloud, on-premises or hybrid infrastructure, based on your needs. The environment we

create is focused on your desired outcomes.



## **Managed IT Helpdesk and NOC - remote monitoring, management and issues remediation**

Systems rely on skilled people as well as technology. Our team of specialists keep your systems in excellent working order. We will complete maintenance tasks, monitor your systems 24/7 and perform proactive measures to ensure little problems don't become big ones.

In most instances, we'll fix issues before you even know they've happened. However, if you do spot an issue, our Australia-based technical team will provide reliable and rapid onsite or remote support, to keep your people working from anywhere at any time.



## **Hardware - MFDs, printers, laptops, desktops, end user hardware**

We are one of the world's largest technology companies with manufacturing and partnerships to deliver best-in-class infrastructure solutions. We leverage the right technology for your

circumstance.

Whatever the hardware requirement, we can provide it under our managed service framework.



### **Unified Communication - softphones, video conferencing and chat**

Today's employees expect to be able to work productively from anywhere. They need to conduct remote business meetings via web conferencing and service customer requests via website live chat.

With Toshiba-powered Unified Communications they can do all this and much more. We offer a range of choices -

you can deploy our service on-premises, in your private cloud account, or opt for Toshiba to host your PBX for you. Whatever your preference, you are guaranteed a hassle-free Unified Communications system that requires minimal management and integrates with your existing platforms.



### **ICT Roadmaps and application mapping - leveraging expertise to create an ICT strategy**

Technology is forever changing. Keeping up to date with the latest developments and understanding new technologies is a complex and time-consuming process.

Toshiba can help you

understand the options, avoid the pitfalls and chose the best solutions. Together we'll create an ICT strategy that will serve your business and support your goals.



### **Business process and workflow optimisation - allowing digital creation, collaboration and archive of your data**

Optimising business processes and workflows makes your business more efficient and productive. Toshiba's Kōdo Business Suite helps you to create, share, store and retrieve the data your business relies on, streamlining your

processes.

There are four elements in the Kōdo Business Suite, to transform your Invoice Processing, Document Management, Information Security and Business Workflows.



# Success Story

## Aulich Law

### The Challenge

Aulich is a Canberra-based group of three law practices - Aulich Criminal Law, Aulich Civil Law and Aulich Property Law. The three firms share IT, telephone and printing systems, but their systems were out of date and supplied by different providers, none of whom had local support.

### The Solution

Aulich turned to Toshiba, who suggested starting with an IT Discovery - a process that takes a detailed look at an organisation's systems and uncovers scope for improvement. Goran Josifovski of Toshiba explains: "We look for functionality gaps, opportunities to reduce costs or efficiency gains by doing more within the existing budget."

Toshiba reviewed Aulich's systems, including server loading, processor age, internet speed, crypto lockers defences, documentation, disaster recovery and warranty. The output was a set of business and systems risks, in a prioritised 'traffic light' report.

Managing their IT was a burden on the administrative team. They felt there was an opportunity to reduce costs and to better align their IT with their overall business strategy.

Toshiba then proposed replacing Aulich's multiple systems and suppliers with an end to end managed service from a single provider, with a single contractual framework and a single set of support parameters. The solution included managing the switch-over of contracts, the return of all equipment to the previous supplier, installation and onsite support. The installation took place outside office hours, so that the legal team was not impacted. Toshiba did all the setup and preparation work remotely, started the onsite installation on Friday night and worked through to Sunday to complete it in time for the new working week.

# Success Story

## Aulich Law (continued)

### The Outcome

“We now have the technology and support we need to enable our lawyers, paralegals, administration and reception staff to keep the business running smoothly” say Aulich’s administrative team. “We don’t have to employ in-house IT staff and we deal with just

one, local technology partner. Because our equipment is managed, we know that once it is superseded, replacing it with newer models will be simple and hassle-free. Toshiba will simply take out the old and replace it with new.”

**“Having a strong technology partner is important to us, it means we know that we have the technology and support we need”. – Ben Aulich.**



**About Toshiba**

Toshiba (Australia) Pty Limited is part of the globally operating Toshiba Tec Corporation, active in various high-tech industrial sectors.

Toshiba is a leading provider of information technology, operating across multiple industries - ranging from retail, education and business services to hospitality and manufacturing. With headquarters in Japan and over 80 subsidiaries worldwide, Toshiba Tec Corporation helps organisations transform the way they create, record, share, manage and display information. For more information please contact us:

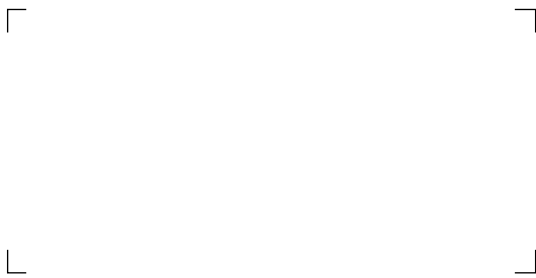
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**Together Information is Toshiba's vision for how people and organisations create, record, share, manage and display ideas and data.**

**It is based on our belief that the most successful organisations are those that communicate information in the most efficient way.**

**We make that possible through an integrated portfolio of industry-specific solutions, all of which reflect Toshiba's commitment to the future of the planet.**