Perfekt

Perfekt Managed Services

With 24/7 access to our expert engineers, your every IT need is covered.

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Across industries, IT environments are more complex than ever before. From IoT systems to hybrid cloud, from security to networking, these environments keep the wheels of business in motion — and if they fail, many businesses will grind to a halt.

As IT becomes more complex, so too do the demands on internal IT teams. 'Keeping the lights on' has become an all-consuming daily operation, taking time and resources away from more strategic technology initiatives. Indeed, many businesses are finding that a significant portion of their budget is consumed by the in-house resources required for daily operations like monitoring and maintenance — yet know this budget could be redirected to more strategic business investments.

This is why leading businesses are choosing Perfekt's Managed Services. With predictable pricing and the guarantee of always-available expertise, it's a trusted and reliable way to keep your critical business systems up and running.

"Perfekt Managed Services works as an extension for our team, providing support and management to our core Infrastructure components with the right engineer at the right time."

Over

1000

Australian businesses across various sectors trust Perfekt.

Up to

50%

lower cost of managing IT systems

Unlock

2x

operational efficiency with Perfekt's expertise in all IT Infrastructure Domains, empowering your team to address business critical priorities.

Why use Perfekt for Managed Services?

Perfekt's proactive approach to IT management helps keep your systems up and running, while complying with your internal and industry-based regulatory requirements.

Our Australian-based engineers are always on hand to help with:

- Monitoring, management and support
- Service requests and incident management
- Capacity planning, optimisation and maintenance

It's our job to deliver round-the-clock support to help you avoid costly emergencies or downtime, and to free up your team to focus on your core business.

24/7 service
Standard in every contract.

Committed SLAs
With daily and monthly reports for full transparency.

3+ engineers
At least 3 engineers assigned to every contract.

Predictable pricing
Pay a flat fee for the service.

Full certification
Our certified engineers are trained in all IT domains.

Activity portal
All incidents and activities logged and accessible.

A comprehensive suite of managed services

Perfekt provides comprehensive monitoring, management, security and critical risk mitigation services for your supported operating systems and applications across your IT Infrastructure. The services can be customised to meet your needs, with committed service level agreements supplied.

Backup Managed Service

Protect your data with Perfekt's comprehensive monitoring and management of your backup infrastructure. Through this service, we optimise the system's health, always adhering to vendor and industry data protection best practices and regulation compliance. In the event of data loss, Perfekt's Managed Services will seamlessly restore your data, ensuring minimal disruption to your operations. With our proactive approach to data protection, you can rest assured that your critical information is in safe hands.

Compute Managed Service

Optimise system and application performance with Perfekt's comprehensive monitoring and management of your compute infrastructure. We can support all aspects of your virtualisation platform, virtual machines and standalone servers.

Storage Managed Service

Optimise data allocation, disk space consumption and disk volumes performance with our round-the-clock monitoring and management of your storage infrastructure, as well as service and maintenance.

Network Managed Service

Get the best performance from your network infrastructure with Perfekt's comprehensive network monitoring, maintenance and management. With Perfekt by your side, know that your networking is optimally performing and reliable across all managed infrastructure.
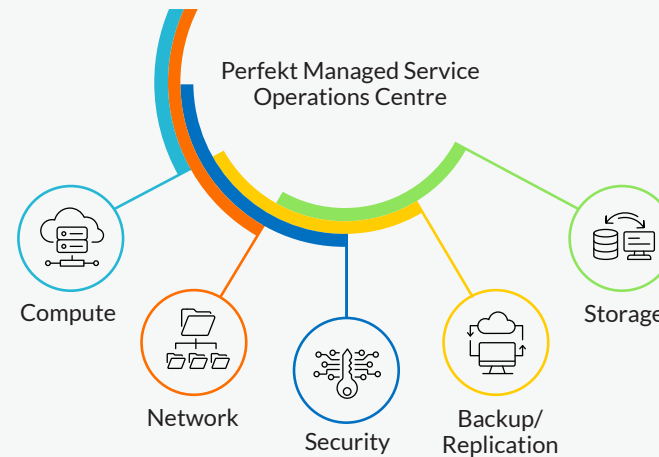
Security Managed Service

Protect your data and your systems with our multi-layered approach to cybersecurity, which applies cutting-edge technology and continuous monitoring. This, coupled with our disaster recovery and business continuity planning capabilities, assure clients data safety and continuity of operations.
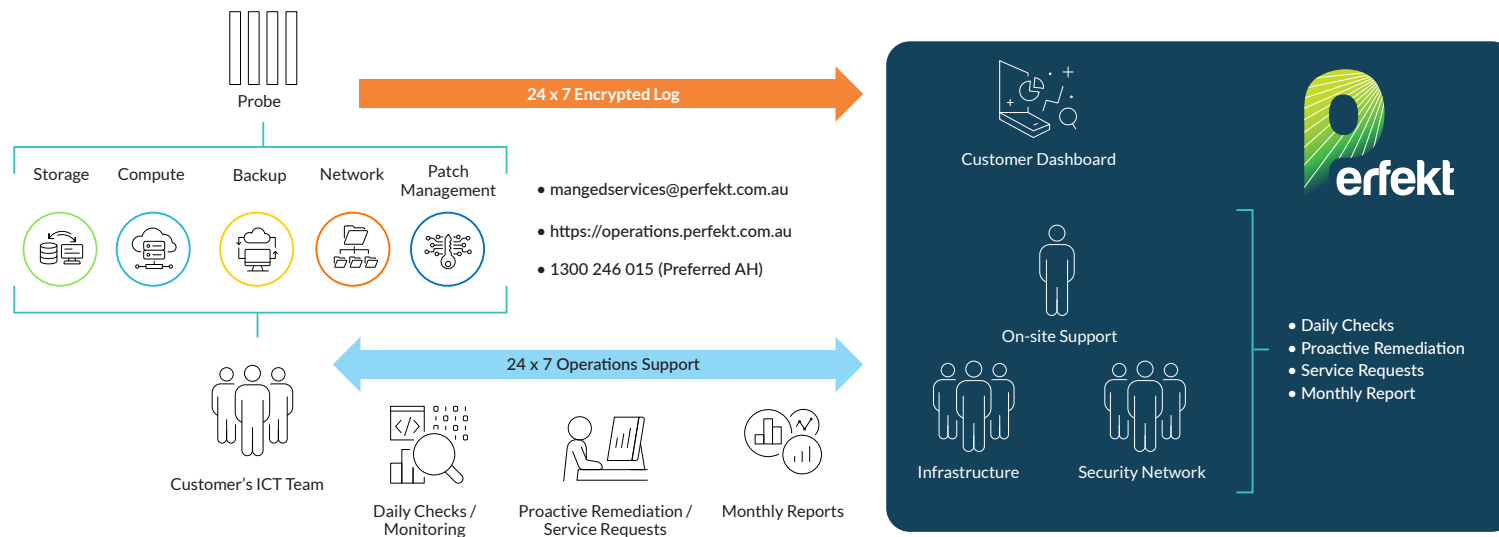
Fast and local support, when you need it

Perfekt Managed Service Operations Centre

Compute

Network

Security

Backup/ Replication

Storage

With teams on the ground across across Australia, Perfekt can respond fast to any incidents. If you raise a support request, we will respond and action the request or incident in line with the Service Level Objectives outlined in your contract.

As well as one-off incident response, we also provide proactive, real-time monitoring and problem resolution services for infrastructure defined within your contract.

Probe

Storage   Compute   Backup   Network   Patch Management

- mangedservices@perfekt.com.au
- https://operations.perfekt.com.au
- 1300 246 015 (Preferred AH)

24 x 7 Encrypted Log

Customer Dashboard

On-site Support

Infrastructure   Security Network

- Daily Checks
- Proactive Remediation
- Service Requests
- Monthly Report

24 x 7 Operations Support

Customer's ICT Team

Daily Checks / Monitoring

Proactive Remediation / Service Requests

Monthly Reports

Flat-fee pricing

We will prepare a transparent, detailed proposal for your business, based on your specific needs, current environment and size. Our Managed Services are always delivered as a flat fee to give you more control over your IT budget.

Your trusted IT partner

Founded in 2002, Perfekt delivers hybrid IT infrastructure, Professional Services and Managed Services to the Australian market. We are 100% Australian owned and operated, with offices in Victoria, Tasmania, Queensland and Western Australia.

As the ICT partner of choice for large, medium and small enterprises, we are a leading systems and service integrator and solutions provider in our field. We support customers across various sectors including Education, Health, Finance, Government and Commercial organisations.

Partnerships, Standards and Certifications

Perfekt holds the highest levels of technical certification available for major IT vendors in the market, surpassing the required number of certified professionals with extensive experience. Below is a list of our primary partners and supported systems:

What Our Customers Are Saying

"We engaged Perfekt for support in monitoring our infrastructure and critical services in 2021. Since then, their managed services team has helped us with everything from multi-cloud platform implementations, to cybersecurity. Along the way, our team has gained a significant sense of relief that our systems are being watched 24/7/365. And our employees know they can rely on our IT systems, even on weekends and public holidays. Thanks to Perfekt's Managed Services, our team's time is now free to focus on their organisational daily tasks. All the previous issues we were dealing with have been fixed, and the IT platforms monitoring, and management were optimised, improving the IT operations efficiency by 70% . If we do have a major incident in our environment now, which is very rare, we know Perfekt will take care of it."

Service Delivery Manager, Leading Global Appliance Manufacturer

Our Offices

Melbourne
Level 1, 936 Glen Huntly Road
Caulfield South VIC 3162

Perth
Level 1, 100 Havelock Street
West Perth WA 6005

Hobart
Level 6, Reserve Bank Building
111 Macquarie Street
Hobart TAS 7000

Brisbane
Level 19, 10 Eagle Street
Brisbane QLD 4000

Want to know more?

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