



LINKTECH AUSTRALIA OVERVIEW

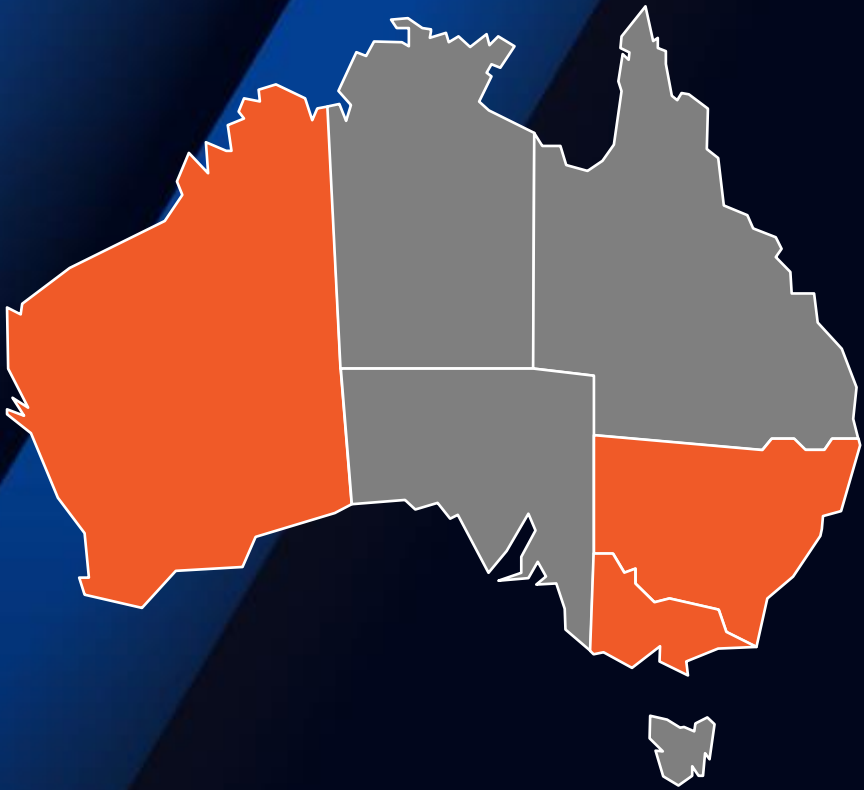
Who we are

Linktech Australia is a managed services and IT consultancy organisation that solve customer's challenges by optimising and modernising their operational capabilities and reducing their overall costs.

Our strategic approach to developing IT roadmaps allows clients to make informed decisions when selecting technology.

We specialise in designing and implementing solutions that strategically prepare our clients for the challenges of tomorrow.

Our business



- Founded in 2012
- Offices in Sydney, Melbourne, Perth
- Australian Owned and operated
- Access to a pool of 100's of certified/niche skilled resources across Australia
- National Service Capabilities
- 24/7 Local Support team
- Customer Experience is our focus
- Experts in Managed services offerings 50 – 500 seats
- Specialising in Cloud, On-Premises and Hybrid technologies
- Focused on end users and enhancing their productivity and working experience

Why Linktech

Specialists in Cloud adoption and consumption optimisation, while migrating customer systems and data in a secure cost-effective value add process

Continuous Investment into our strategic partner network i.e Microsoft, to position Linktech as preferred option for customers when going to market

Project Management Practice ensures successful project delivery by planning, tracking, controlling and reporting on all projects for our customers.

Dedicated Consultancy Practice assisting customers to transform areas of their business with market leading technology platforms and best methodologies for success

Specialised Consultants that identify and analyse workflow processes that require transformation to enable organisations to grow, expand and never compromise workflow integrity

Strategic Technology Roadmap assessments for customers that require future proofing and secure deployment processes of new platforms and solutions

Industry Compliancy and Regulatory requirements met across multiple areas of Linktech business units

Our Objectives



Start

Identify challenges



Analysis of concerns



Recognise business & staff impact



Build a customer business case and scope for change



Return of Investment on proposed solutions



Propose Deliverables and outcomes for SUCCESS

CERTIFICATIONS



- Microsoft Solution Partner
 - Modern Workplace
 - Infrastructure
 - Security
 - Data & AI
- Microsoft Advanced Specializations
 - Microsoft SQL and Server Migration
 - Azure Virtual Desktop
- Silver or Gold Certification with Leading IT Vendors
- Specialist Level certifications
- Continual Vendor Training and Labs
- Azure Specialist Partner
- We create Partnership with Leading Game Changing Vendors
- Additional Certifications and Vendors in our portfolio (Apple, Polycom, Ubiquity, Dell, Lenovo, HPI, Targus, Sophos, Toshiba, Epson, FortiGate, Samsung, LG.APC, Eaton and others)

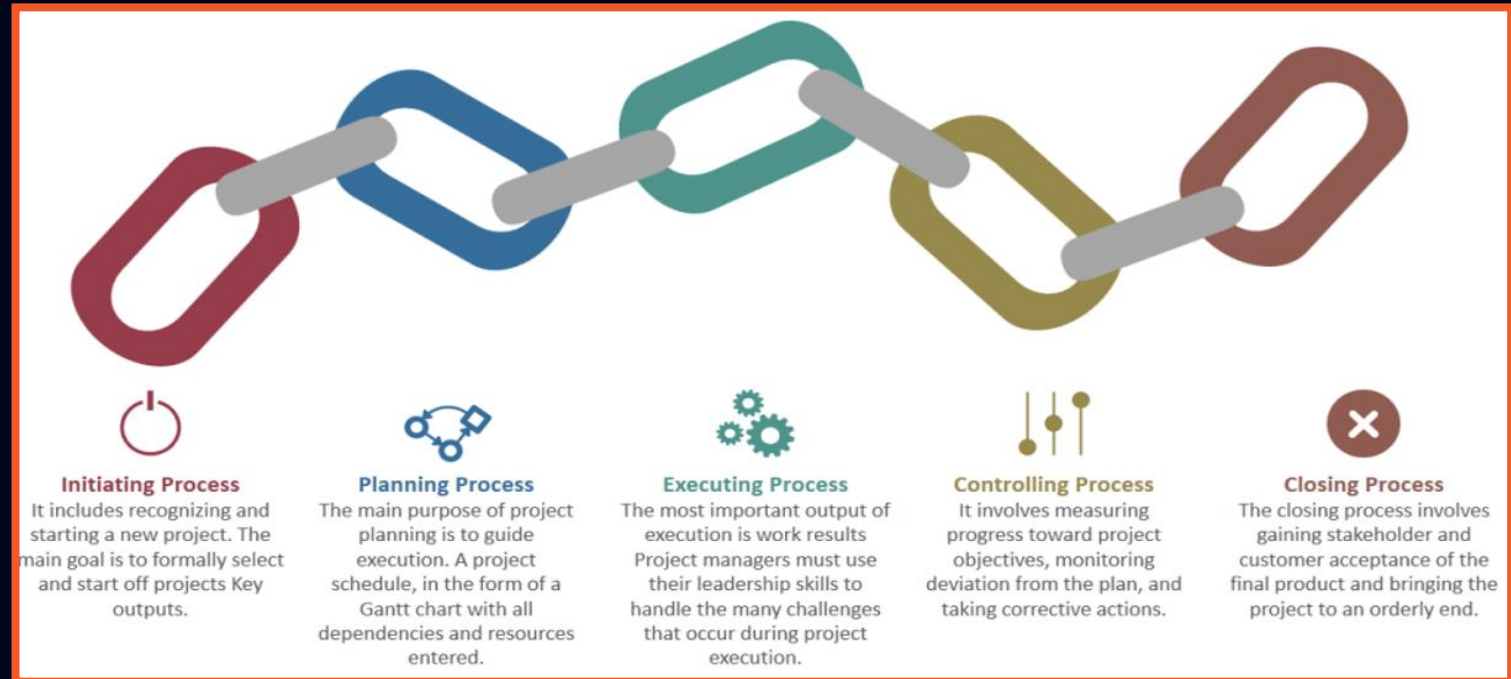
Delivery Approach



Our Service Offerings

Project Management

At **Linktech Australia** our Project Management team 'plan, track, control, report and collaborate' on all projects across all technical service offerings, ensuring alignment to our customers' business outcomes.



Our Service Offerings

Modern Workplace



Foundation

- Identity
- Service Enablement
- Migrations
- New Tenants
- Hybrid Connectivity



Collaboration

- SharePoint – Quick Start
- SharePoint – Modern Intranet
- SharePoint – Vivo
- SharePoint – Knowledge Management
- Teams – Adoption
- Teams – Ways of Working
- Teams – Add-ins



Modern Application

- Power Automate
- Power Apps
- Power BI
- Flow



Modern Management

- Windows 365
- Windows 10/11
- Android
- iOS
- Application Packaging
- Application Update Management
- Desk Phones
- Meeting Room Devices



Enterprise Voice

- Teams Calling
- Handsets
- Meeting Rooms
 - Small
 - Medium
 - Large



Security

- Advanced Threat Protection (ATP)
 - Identity
 - 365 Services
 - Endpoint
- MCAS/CASB
- AIP & DLP
- Security Assessments – CIS
 - Foundations
 - Per 365 Service
 - Endpoint Security Baselines

Our Service Offerings

Cloud and DevOps



Foundation

- Cost Assessment
 - Infrastructure
 - Application
 - Database
- Identity
- Enterprise Scale
- Landing Zones



Networking

- Virtual WAN
- Virtual Networks
- Azure Firewall
- Network Virtual Appliances
- SD-WAN



DevOps

- Azure DevOps
- Pipelines
- CI/CD
- Source Control
- Agile Development planning



Automation & Operations

- Logic Apps
- Automation Accounts
- Desired State Configuration
- Azure Update Manager
- Azure Change Tracking
- Azure Monitor
- Cost Management



Workloads

- Windows 365
- Azure Virtual Desktop
- Virtual Machines
- Databases
- Containers
- Migrations
 - Lift and Shift
 - Re-Architect



Security

- Azure Sentinel
- Azure Security Centre
- Conditional Access
- Role Based Access Controls

Our Service Offerings

Solution Centre



On Shore Support

- Local Support teams
- Optional 24x7 support*
- Automated response for regular tasks
- 80% resolution of tickets on the phone call



Issue Triage

- Escalation and Communication
- Supported by LinkTech's SME's
- Raise and Manage tickets with Microsoft on your behalf



Incident Management

- Severity based on impact to your Business
- Service Levels Agreed to minimize your business disruption



Problem Management

- Identify the problem
- Agreed thresholds of incidents that becomes a problem
- LinkTech's best and brightest get brought together to work a resolution to the Problem
- Post Problem review to work on continuous improvement programs to improve the over all service



Change Management

- Pre agreed Change Advisory Board (CAB)
- Pre agreed lead times for Change
- Pre agreed maintenance Windows for regular changes



Service Requests

- Low effort Service Requests have X number per month
- Medium effort Service Requests and above can be quoted on requested

Our Service Offerings

Managed Services
(Cloud Technologies)



Cost Optimization

- Azure Cost Assessment
 - Infrastructure
 - Application
 - Database
- Office 365 Licensing Assessment



End-Point As A Service

- Windows Desktop Physical/Virtual Devices
- Apple MAC Devices
- Apple iOS Devices
- Android Devices
- Polycom Handsets*
- Polycom Meeting Room Devices*
- Jabra Headsets*
- HP Printers*
- IT Peripherals Devices*



DevOps

- Azure DevOps
- Pipelines
- CI/CD
- Source Control
- Agile Development planning



Automation & Operations

- Logic Apps
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- Azure Update Manager
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- Cost Management



Backup and DR

- Office 365
- Azure Backup
 - Virtual Machines
 - Databases
 - Storage
- Disaster Recovery
 - Azure Site Recovery
 - Azure Redundant Regions



Security

- Azure Policy
- Azure Sentinel - Alerts
- Azure Security Centre - Alerts
- Azure AD Access Reviews
- Security Compliance scanning against essential 8 and CIS/NIST
 - Azure Foundation
 - Azure Workloads*
 - Office 365*

Our Service Offerings

Managed Services

(On-Premise Technologies)



Capacity Management

- Storage Planning
- Server Planning
 - CPU
 - RAM
- Bandwidth Planning



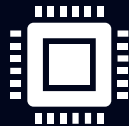
Networking

- Up/Down
- Router
- Switch
- Wi-Fi
- Access Points



Storage

- LUN's
- Storage Switches
- Storage Controllers



Hardware

- Server
- SAN
- NAS
- Switches
- End Points



Backup

- SAN/NAS
- Tape onsite/offsite



Hybrid IT

- Networking
- Identity
- Messaging
- Management

Our Service Offerings

Hardware



Storage

- SAN
- NAS



Network Equipment

- Routers
- Switches
- SD-WAN



Endpoints

- Laptops
- Desktops
- Handsets
- Mobile solutions



Audio Visual

- Meeting Rooms
- Projectors
- Speakers
- Headsets



Peripherals

- Keyboards
- Mouse
- Printers
- USB Flash drives



Other

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WHAT OUR CUSTOMERS SAY

Essendon Football Club sought the assistance of Linktech Australia in order to perform upgrades on our VMware environment. We found them to be extremely capable and efficient. Mark knew exactly what he was doing and everything went without a hitch despite the complexity of the environment.

I would recommend Linktech to any organisation looking for an IT provider that is reliable and knowledgeable.

John Edmonds at Essendon Football Club

Independent Pricing and Regulatory Tribunal engaged Linktech Australia to assist us with our Office Relocation and Data Centre move. We use Linktech in a number of capacities throughout our IT department including , Service Desk, Project Services and Consulting. Linktech constantly meet project rollout schedules and their team of Project Managers and engineers are outstanding. Communications between Linktech and IPART is excellent as we are always on the same page.

Sonny Bow (Networks Infrastructure Manager) at Independent Pricing and Regulatory Tribunal NSW

VRL engaged Linktech to lead a technical program of work, uplifting our I&AM and Mobility capability using the latest Microsoft Cloud services. Linktech were not only able to deliver on time and under budget, but find opportunity to optimise other facets of our configuration and infrastructure mid-project. Regina and Ian were with us every step of the way, and their communication and support have been key to our success.

Linktech are now one of our most trusted IT suppliers, and continue to support both projects and our operational teams.

Rob Marathakis (Lead IT Architect) at Village Roadshow Limited

We are enjoying a superior level of assistance from your engineers and solving complex problems. Simon is looking after our needs and we love working with him as he really understands our needs and has real customer service delivery values, we have much more to do together.

Tony Bearzatto at WorkSafe Vic



Linktech Australia will assist your business by identifying the challenges organisations endure on a daily basis, and provide strategic cost effective solutions that help customers adapt to the ever changing landscape of technology

Thanks for your time

QUESTIONS & ANSWERS