

Managed Services

Discover **Comans Services**

AGENDA

Our Core Values

Why Comans Stands Apart

IT Solutions, Tailored to Your Needs

Value-Driven Pricing for Scalable Success

Onboarding for Growth and Efficiency

Beyond Onboarding: Continuous Support & Partnerships

Our Success Stories: Real impact for Real Clients

Tailored Solutions

Hardware Procurement Management

Partnering with Comans Services

How to Get Started with Comans Services

Q&A, Thank You and Contact Information

Our Values

Our core values are the essence of Comans Services' identity and the foundation for our shared success with clients.

Design as Our Foundation

Placing thoughtful design at the heart of our solutions to ensure they are not only effective but also adaptable and enduring for our clients' success.

✓ Integrity

Upholding honesty and fairness in every action we take.

✓ Innovation

Pushing the boundaries of technology to deliver cutting-edge solutions.

✓ Customer-Centricity

Ensuring that every decision is made with our clients' best interests at heart.

✓ Excellence

Striving for the highest standards in every service we offer.

✓ Collaboration

Believing in the power of teamwork to achieve collective goals.

Why Comans Stands Apart

Comans Services

Innovative, Tailored, and Proactive
The Comans Difference

VS

Competitors

Standardised Offerings, Uniform
Solutions, Structured Pricing

Tailored
Solutions

Expert
Architecture

Scalable
Pricing

Proactive
Support

Business
Consulting

Uniform
Services

Reference
Architecture

Opaque
Pricing

Reactive
Support

Canned
Advice



Managed Solutions, Tailored to Your needs

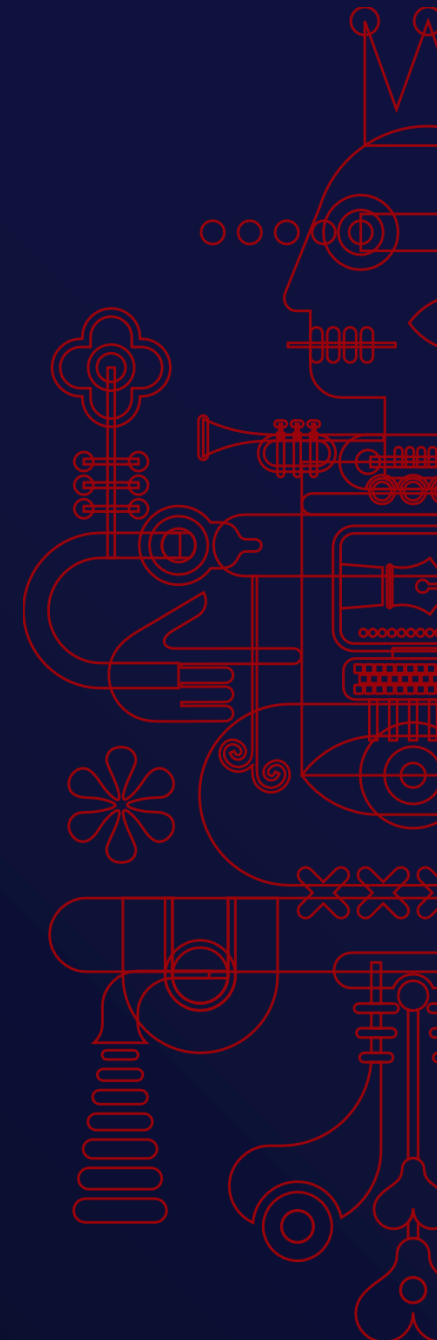
Our roots in architecture and consulting have honed our ability to see the big picture, ensuring every IT service is both meticulously designed and seamlessly integrated.

We believe in IT services that fit like a glove designed for your unique business challenges and opportunities.

"Details matter, it's worth waiting to get it right."
- Steve Jobs

"Quality in a service or product is not what you put into it. It is what the client or customer gets out of it."
- Peter Drucker

"Design is not just what it looks like and feels like. Design is how it works."
- Steve Jobs





Value-Driven Pricing for Scalable Success



Investing in Your Growth, our Value-Driven pricing model with customisable pricing tiers designed to grow with your business, providing what you need, when you need it.

No hidden fees. Clear, upfront pricing so you can plan your IT budget with confidence.

Pay for value, not volume. Our services are priced to give you more for less, ensuring maximum ROI.

“Comans were flexible on how I wanted to structure the pricing model, which allowed me to budget and use the services that gave me maximum value”
- Ian Horton, Neami national

Scalable Pricing Model

Our pricing is structured into three distinct tiers, each designed to meet your specific service needs effectively. This tiered approach ensures that our comprehensive IT solutions are accessible across various domains and service requirements.

T&M

Quick Start

Immediate Support with Flexible Terms

- ✓ Rapid response to your IT needs
- ✓ Cost-effective entry point
- ✓ Test our services with minimal commitment
- ✓ Full access to our resources and expertise

Pre-Purchased

Budgeted Hours

Controlled Costs with Predictable Budgeting

- ✓ Ideal for Managing IT expenses proactively
- ✓ Suited for variable work, and seasonal demands
- ✓ Guaranteed resource allocation for your projects
- ✓ Known costs up front for budget clarity

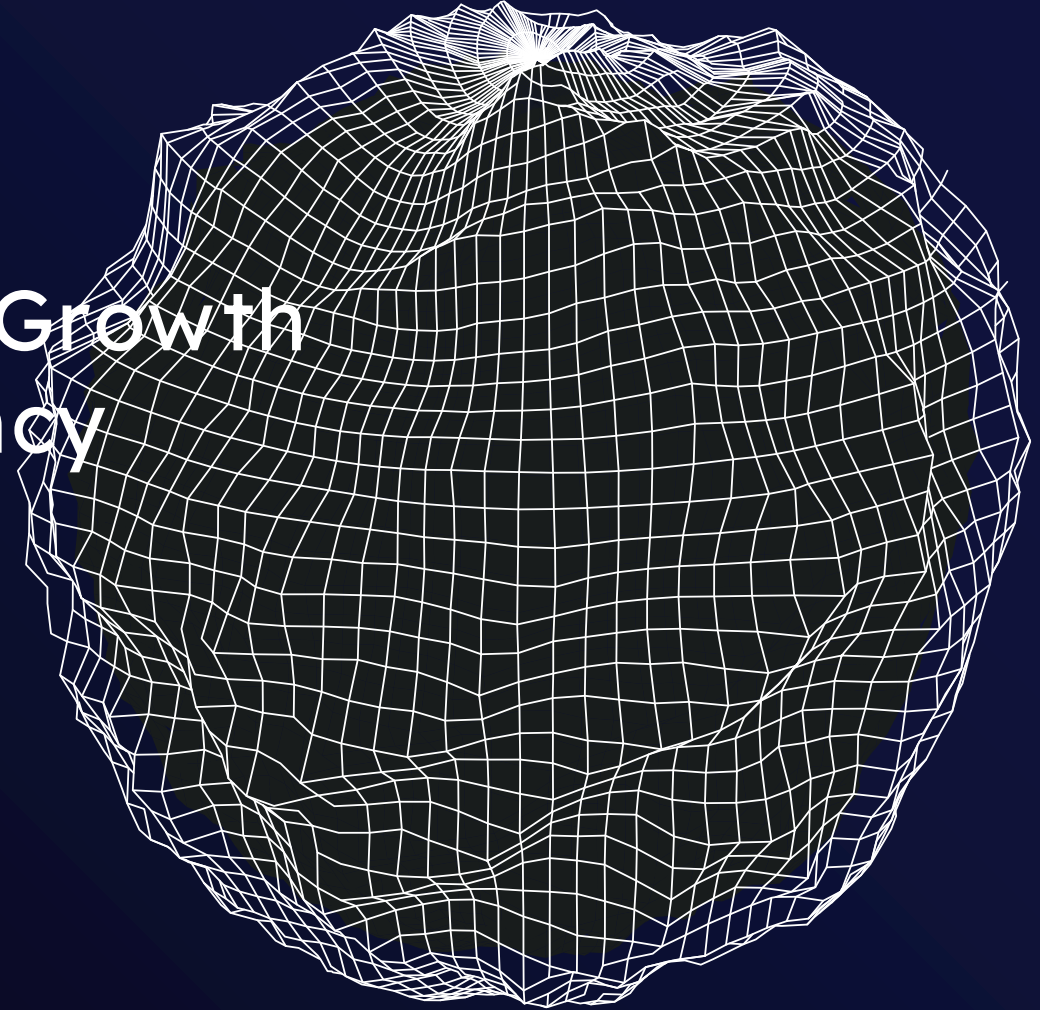
Contract

Guaranteed Assurance

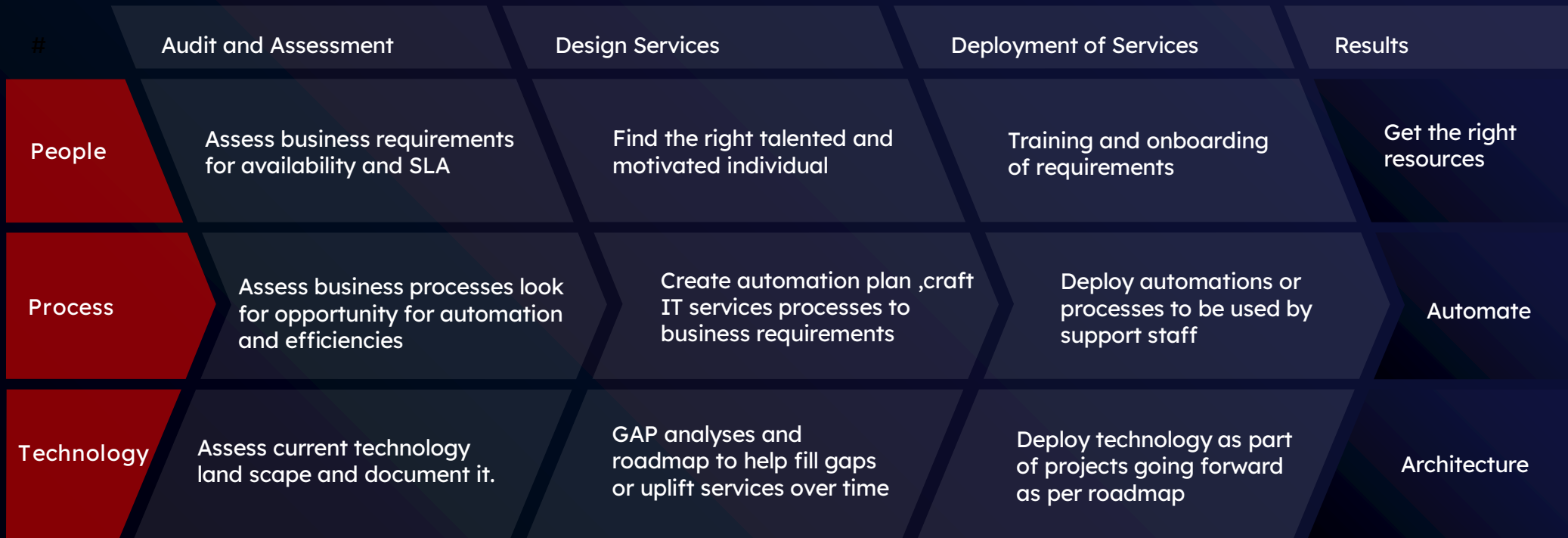
Comprehensive Tailored Services with Guarantees

- ✓ For businesses requiring robust SLAs
- ✓ Ensure continuity with trained, dedicated staff
- ✓ Benefit from consistency and reliability of service
- ✓ Option for dedicated on-site support personnel

Onboarding for Growth and Efficiency



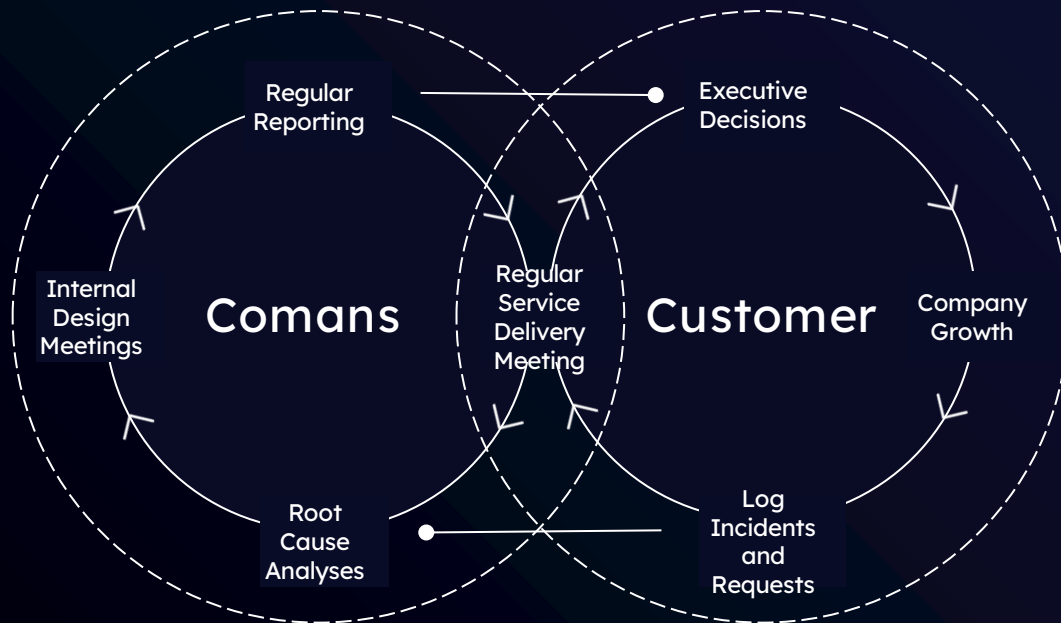
Our onboarding is custom-designed to integrate seamlessly with your business model, ensuring a perfect fit from day one.





Beyond Onboarding: Continuous Support & Partnerships

Our ongoing support model is designed not just to maintain but to enhance your IT infrastructure continually. It's about forming a lasting partnership where we grow together, aligning our support with your business's trajectory for long-term success.



✓ **Adaptation**

As your business grows and evolves, our support adapts to meet your changing needs, ensuring seamless IT operations.

✓ **Relationship Manager**

Benefit from a dedicated account manager who understands your business and is committed to your success.

✓ **Proactive**

We don't just wait for issues to arise. Our proactive approach identifies and resolves potential challenges before they impact your business.

Our Success Stories: Real Impact for Real Clients

Case Study:

Elevating Pharma Networking Standards

→ Expert IT Solutions for Pharmaceutical Excellence

Faced with the critical task of finding knowledgeable networking and architecture staff specialised in the pharmaceuticals sector, our client required experts trained in GAMP 5 and TGA/FDA standards for a series of pivotal projects within their pharma campus.



Lead Engineer: **Casey Gilbert**

Meeting Specialised Needs with Precision and Expertise

Comans Services deployed our seasoned pharmaceutical architects and network engineers to provide Tailored Network Services. Our team was instrumental in the design and implementation phases of essential CSL projects, focusing on new building constructions and R&D facility upgrades.

Our involvement ensured that projects progressed on schedule, with technical challenges being promptly resolved. The expertise of our engineers guaranteed that all designs and documentation adhered to the highest industry standards, contributing to the client's operational excellence.



Network Engineer

Employed top-tier network engineer to ensure robust and efficient IT infrastructure tailored for the pharmaceutical industry's unique demands.



Network Architect

Provided expert network architecture to design cutting-edge network solutions that enhance R&D capabilities and production efficiency within pharma facilities.



Regulation & Validation

Provided comprehensive GAMP 5 and TGA/FDA standards compliance validation, ensuring all projects met rigorous regulatory requirements for manufacturing and security.



Documentation

Delivered detailed and precise documentation, essential for maintaining clarity, supporting ongoing maintenance, and facilitating future scalability and audits.

Case Study:

Long-Term IT Architecture Excellence for Saputo

→ A Comprehensive Approach to Manufacturing

Saputo faced a scarcity of skilled architects proficient in food manufacturing practices and automation within their manufacturing plants, coupled with the need for extensive IT support for ongoing and multi-year upgrade projects.



Lead Architect: Jamie Hosemans

Crafted sophisticated architecture solutions

Comans Services stepped in with our Tailored Architecture service, providing a dedicated full-time architect for strategic road mapping, design, and solution architecture specialized in dairy manufacturing processes. Ad hoc business analysis services were also deployed for critical projects like disaster recovery.

Our partnership, now in its fifth year, has empowered Saputo with elite architectural leadership that has been integral in enterprise and solution architecture, contributing to IT systems and services for manufacturing plant mergers, acquisitions, and upgrades.



→ Enterprise Architect

Our dedicated enterprise architects provided Saputo with visionary planning and strategic frameworks, ensuring IT alignment with long-term business objectives in the food manufacturing sector.



→ Solution Architect

Crafted sophisticated architecture solutions to support Saputo's cheese and milk production processes, enhancing efficiency and scalability across operations.



→ Business Architecture

Delivered critical business analysis services to drive strategic projects like disaster recovery planning, reinforcing Saputo's resilience and operational continuity.



→ Documentation

Created comprehensive design documentation to facilitate clear communication, seamless project execution, and support meticulous upgrade implementations for data centers and manufacturing sites.

Case Study:

Office Transition and Ongoing IT Support

→ **Seamless Move, Enhanced Operations**

Blue Power Partners entrusted us with a critical office move, demanding comprehensive networking solutions, office setup, and aggressive timeline management.



Project Manager: Matthew Florczak
Support Engineer: Murray Morgan

Complex IT projects with precision

Our team executed a full-scale office move, integrating cutting-edge Meraki WiFi solutions, configuring workspaces, and establishing modern meeting rooms. We are providing ongoing desktop support for staff, served as the hardware vendor for essential IT equipment, and offered network support for vital configuration tasks.

The project was completed on schedule, ensuring a smooth transition with zero downtime. Our engagement extended to internet link installation, IT systems design, and strategic consultation, significantly enhancing Blue Power Partners' operational efficiency and decision-making processes.



→ Office Relocation

Delivered a turnkey office move solution with state-of-the-art networking and setup, meeting strict deadlines.



→ Desktop Support

Ensuring new starters and existing staff experienced zero disruption with responsive desktop support.



→ Hardware Support

Supplying and managing laptops and phones, equipping the team with reliable tools for success.



→ Strategic Consultation

Offering expert IT consultation, guiding Blue Power Partners through pivotal decisions for future readiness.

Case Study:

Automated Identity Management

→ Automated Identity Management System

Neami National faced a unique challenge with a high turnover of staff within their mental health service provision. Comans Services addressed this by developing an innovative Identity and Access Management (IDAM) system, fully automated to handle the dynamic nature of staff changes.



Automation Engineer: Murray Morgan
Automation Architect: Jason Comeau

The automation extends beyond mere user management

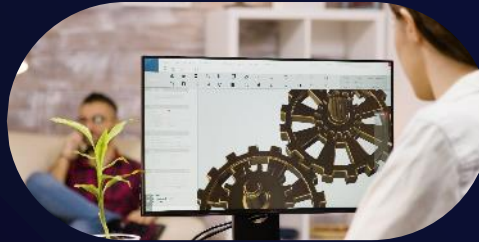
Comans Services addressed this by developing an innovative Identity and Access Management (IDAM) system, fully automated to handle the dynamic nature of staff changes. Our solution, powered by sophisticated automation using Power Automate and dataflows, processes approximately 300 daily transactions.

This system meticulously manages new user additions, group assignments, guest users, and timely updates in Active Directory without manual intervention, allowing Neami National to focus on their crucial work without the administrative burden.



→ IDAM Automation

Developed an advanced, fully automated identity management system, meticulously designed to streamline user provisioning and deprovisioning processes in real-time.



→ Power Automate

Implemented a sophisticated solution utilising Power Automate, dataflows, and hybrid workers that integrates seamlessly with Active Directory.



→ High Volume Processing

Our system is calibrated for efficiency, processing over 300 daily transactions, each one reflecting the dynamic changes in user roles and access within Neami National.



→ Enhanced Security

By automating user access management, we've fortified the security infrastructure, ensuring only authorized personnel have access to sensitive areas, thereby significantly reducing the risk of security breaches and enhancing overall IT governance.

Case Study:

Upgraded and expanded the existing network

→ embraced the challenge of modernizing their network

Upgraded and expanded the existing network infrastructure to support the technological needs of a new building, ensuring seamless integration with the existing campus network. The new building on campus now benefits from an upgraded network that not only meets today's standards but is also scalable for tomorrow's innovations.



Network Engineer: Casey Gilbert
Lead Support: Matthew Florczak

Enhancing Connectivity and Security

For Nazareth College, we have embraced the challenge of modernising their network to accommodate the demands of a technologically advancing educational environment.. Our meticulous approach to documenting the network infrastructure serves as a blueprint for efficient operation and future growth. By installing top-tier networking hardware, we have set the stage for a robust, reliable connection that is paramount in an educational setting.

Our ongoing support and preparedness to provide immediate onsite assistance exemplify our commitment to ensuring uninterrupted learning and administrative activities.



→ Documentation

Produced detailed documentation of the entire network, capturing the intricate details of the architecture and providing a valuable reference for future expansions and troubleshooting.



→ Network Support

Established a robust support framework for continuous network monitoring and maintenance, delivering quick resolutions and proactive optimisations.



→ Security Runbooks

Created comprehensive security runbooks, providing clear guidelines for responding to security incidents, ensuring preparedness, and safeguarding the college's digital environment.



→ Network Expansion

Upgraded and expanded the existing network infrastructure to support the technological needs of a new building, ensuring seamless integration with the existing campus network.

Case Study:

Empowering Web Solutions with Data Architecture

→ Innovative Design & Architecture

At JTB Studios, our tailored data architecture services have been instrumental in enhancing their web design and development capabilities. Our role extends beyond mere consultancy; we actively participate in the creation of robust designs and data structures that are the backbone of intuitive and dynamic web applications.



Data Architect: Jason Comeau

Tailored Data Architecture

At JTB Studios, our tailored data architecture services have been instrumental in enhancing their web design and development capabilities. Our role extends beyond mere consultancy; we actively participate in the creation of robust designs and data structures that are the backbone of intuitive and dynamic web applications. By engaging in thought leadership through workshops, we help solidify JTB's reputation as an innovator in the digital space. Our data models are meticulously crafted, ensuring that the end products not only deliver on performance but are also future-proof and adaptable to evolving business needs.

As strategic partners, we inject Comans' deep-seated technical knowledge and corporate insight into the mix, empowering JTB Studios to make informed decisions that resonate with their clientele's aspirations. Together, we are setting new benchmarks in the realm of web development and design, one project at a time.



→ Expert-Led Workshops

Represented JTB Studios in workshops, offering expert insights on data design and architecture, reinforcing their position as a leader in web development.



→ Data Modeling

Crafted comprehensive data models that underpin the functionality and efficiency of complex web applications, ensuring scalability and performance.



→ Collaboration

Provided ongoing consultation for web development, contributing to strategic decision-making with a focus on innovation and user experience.



→ Strategic Consulting

Leveraged Comans' technical acumen and corporate experience to enhance JTB Studios' service offerings, driving growth and customer satisfaction.

Case Study:

IT Managed Services

→ **Great Network, Seamless Operations**

"Star of the South," renowned as Australia's leading offshore wind initiative, has chosen our team to deliver top-tier WIFI and comprehensive IT management services.



Project Manager: Matthew Florczak
Support Engineer: Sana Sherwani

Managed Services

Our team executed a cutting-edge Meraki WiFi solution, configuring workspaces, and establishing modern meeting rooms. We are providing ongoing desktop support for staff, served as the hardware vendor for essential IT equipment, and offered network support for vital configuration tasks.

The project was completed on schedule, ensuring a smooth transition with zero downtime. Our engagement extended to internet link installation, IT systems design, and strategic consultation, significantly enhancing Blue Power Partners' operational efficiency and decision-making processes.



→ Meraki Rollout

Delivered a new floor in Collins Street, with state-of-the-art networking and setup, including VC rooms and meeting areas.



→ Desktop Support

Ensuring all laptops are supported and working, including life cycle management.



→ Hardware Support

Supplying and managing laptops and phones, equipping the team with reliable tools for success.



→ Strategic Consultation

Offering expert IT consultation, guiding SOTS through pivotal decisions for future readiness.

Our Recent Customers

TRANSPORT



Energy



BLUE
POWER
PARTNERS

EDUCATION



RETAIL



MANUFACTURING



NOT-FOR-PROFIT



OTHER



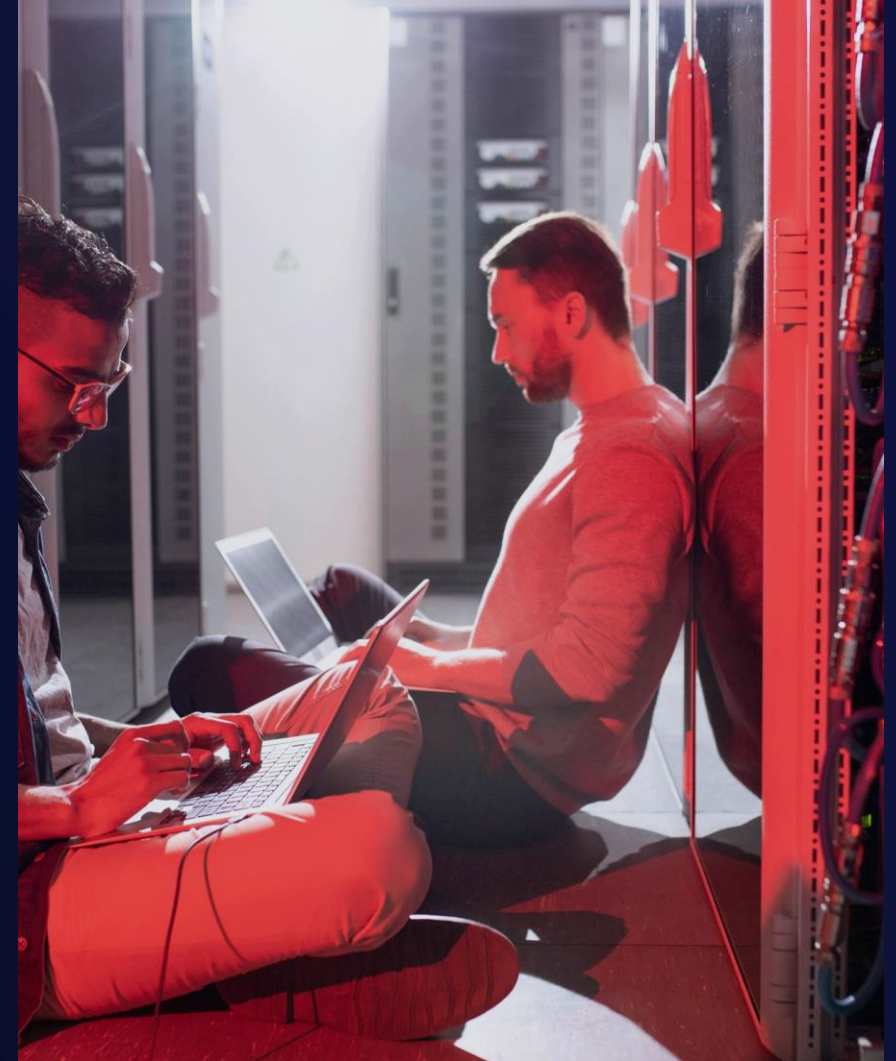


Managed Services: Customised Expertise for Your Unique IT Landscape

Tailored Desktop Support

At Comans Services, our Tailored Desktop Support goes beyond the conventional help desk. We understand that each organisation operates uniquely, and our desktop support is designed to align precisely with your specific workflows and business processes.

Whether it's providing rapid-response troubleshooting or proactive system maintenance, our expert technicians ensure your desktop environment is optimised for peak performance and also anticipate future needs, fostering a reliable and efficient workspace that empowers your staff and drives productivity



01

Device Management

Ensure optimal performance and lifecycle management of all your devices with our comprehensive device management solutions.

02

Security Patching & Updates

Protect your fleet with our rigorous security patching protocols, keeping your systems resilient against threats.

03

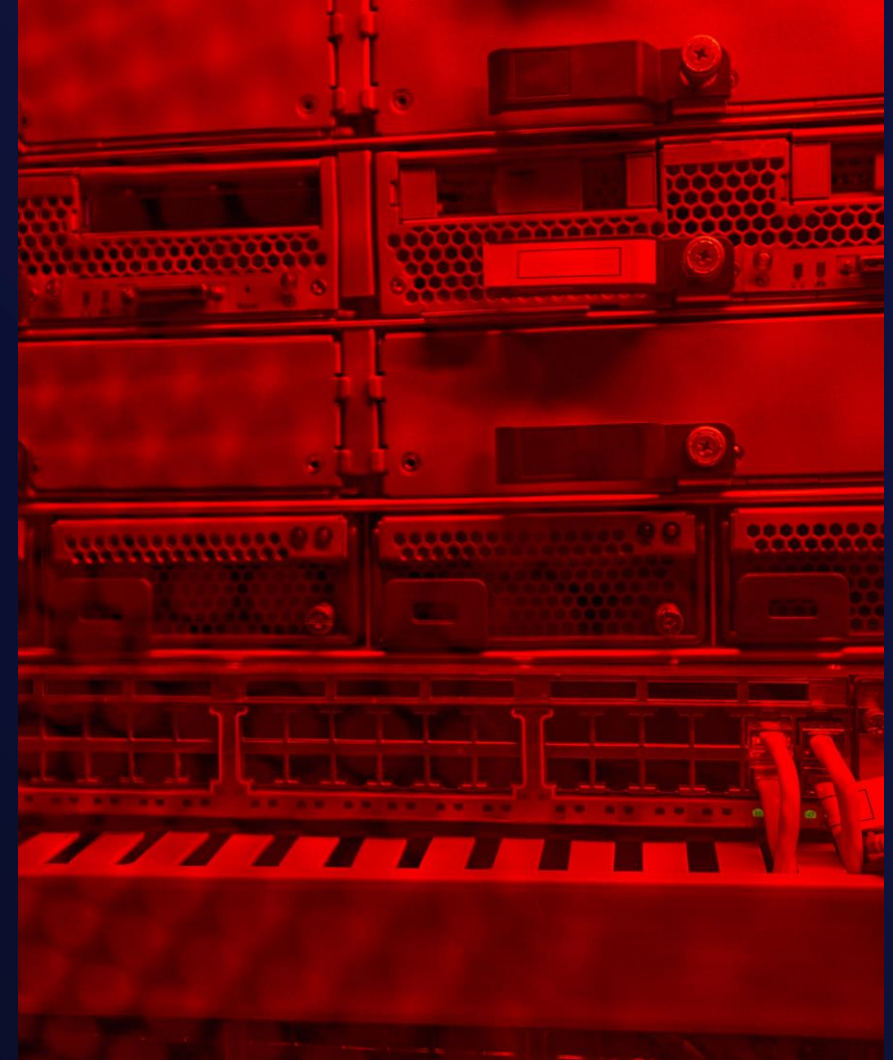
Managed SOE

Streamline your IT operations with our managed SOE services, ensuring consistency and reliability across your computing environment."

Tailored Infrastructure Support

In an era where IT landscapes evolve at a breakneck pace, Comans Services offers tailored infrastructure support to mitigate the burden on your IT teams. We ensure that your IT framework is not just operational but also future-ready.

Comans Services' Tailored Infrastructure Support is the cornerstone of a resilient IT strategy, designed to adapt to the unique demands of your business. With our custom solutions, we ensure your infrastructure is not only robust and secure but also intelligently aligned with your growth trajectory.



01

Alerting & Monitoring

Stay ahead of issues with our vigilant system monitoring and instant alerting for any anomalies, ensuring maximum uptime.

02

Capacity Planning

We analyse and manage your IT capacity to optimize performance and scalability, helping you plan for growth without overcommitting resources.

03

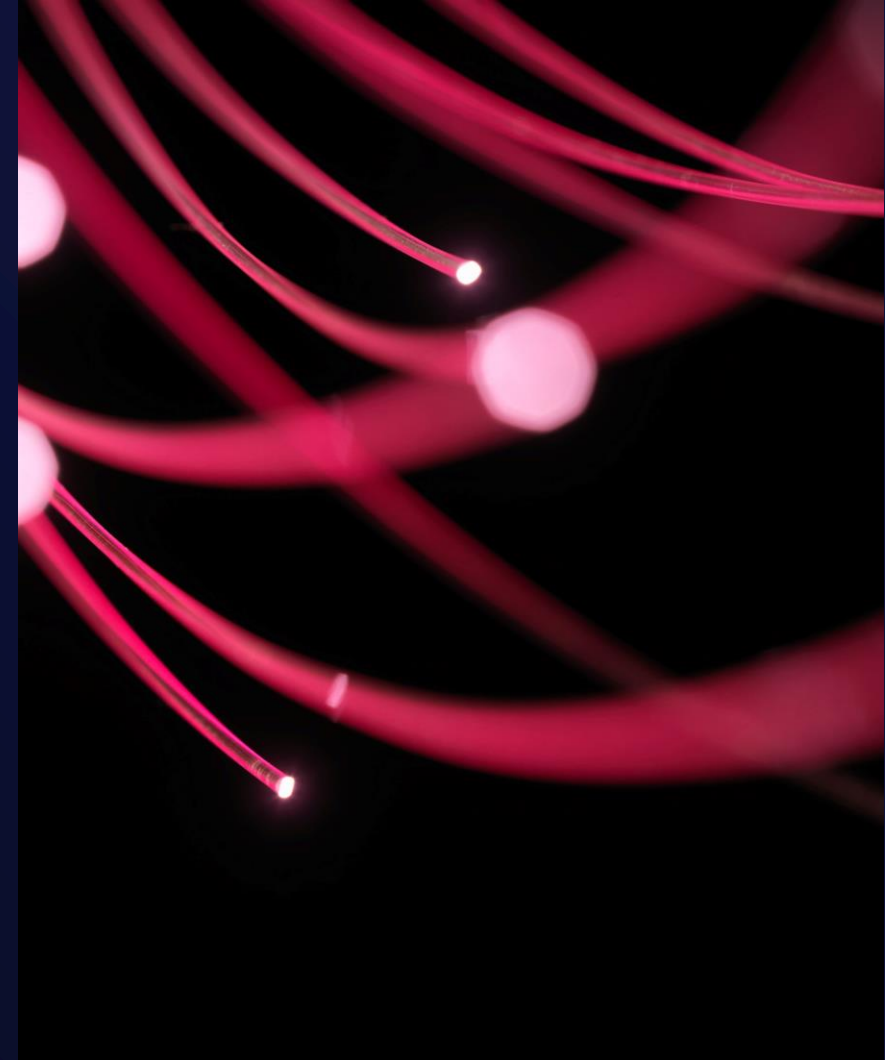
Backup & Disaster Recovery

Minimise risk with our robust backup and disaster recovery strategies, safeguarding your critical data against unforeseen events.

Tailored Networking Support

In today's digital-first landscape, the backbone of your operation is your network. Comans Services provides bespoke networking support, ensuring your infrastructure meets the demanding pace of business with high-speed, secure, and resilient connectivity.

Comans Services' Tailored Networking Support stands at the forefront of network management, delivering infrastructure solutions that not only embody resilience but also adapt to the unique rhythms of your business. By partnering with premier telecom providers like Vocus and Telstra, along with other leading firms in Australia, we ensure the finest and most suitable connectivity solutions for your enterprise.



01

Managed SD-WAN

Experience the zenith of agility and performance with our managed SD-WAN solutions, optimizing your network paths in real-time for unparalleled data flow efficiency.

02

Business Internet Services

We deliver business-grade internet services that promise the bandwidth and reliability your enterprise needs to operate without disruption.

03

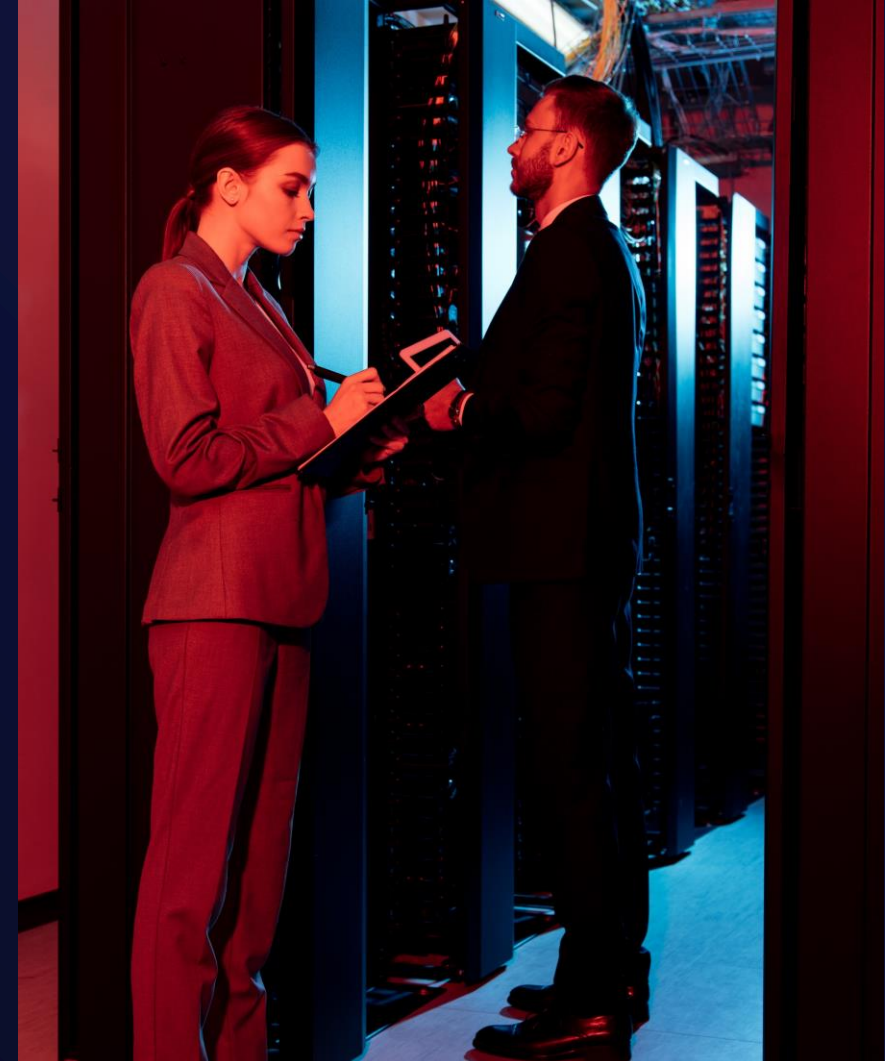
Managed Network Devices

Leave the complexity of managing network devices to us. From switches and routers to firewalls, we ensure your devices are up-to-date, configured correctly, and performing optimally.

Tailored Cloud Services

Choosing Comans for your cloud services means you're partnering with cloud experts. We specialise in architecting and managing bespoke cloud solutions that align perfectly with your strategic business objectives. Our expertise spans across the spectrum of cloud environments, including private, public, hybrid, and multi-cloud infrastructures.

Comans Services' Tailored Cloud Services offer a bespoke suite of cloud solutions, meticulously designed to accommodate your unique business requirements. With specialized expertise in Azure and AWS platforms, we ensure your cloud infrastructure is robust, scalable, and poised for innovation.



01

Microsoft 365

Embrace the power of Microsoft 365 with our customized deployment and support, enhancing collaboration and productivity across your organisation.

02

Azure / AWS

Capitalise on our expertise in Azure and AWS platforms to maximise your cloud potential with optimised, cost-effective, and resilient cloud solutions.

03

Application Hosting

Experience seamless and scalable application hosting in the cloud, designed for peak performance, reliability, and instant global access.

Tailored End User Support

We understand the pivotal role of seamless technology in empowering your workforce. Comans Services delivers bespoke end-user support, ensuring that your team has the necessary technological tools and assistance at their fingertips, every single day. Our support encompasses everything from routine troubleshooting to comprehensive incident management, allowing your team to focus on innovation and future growth.

Our approach is proactive and user-centric, ensuring that every member of your team has the support they need when they need it. From the convenience of our comprehensive service desk to the personalised touch of our on-site assistance, we cover every aspect of end-user support.



01

Service Desk

Our service desk is the frontline of support, providing rapid assistance and problem resolution to keep your operations smooth and efficient.

02

Remote & Onsite Support

Whether it's a quick remote fix or the need for an onsite technician, our responsive support structure is ready to address your needs wherever, whenever.

03

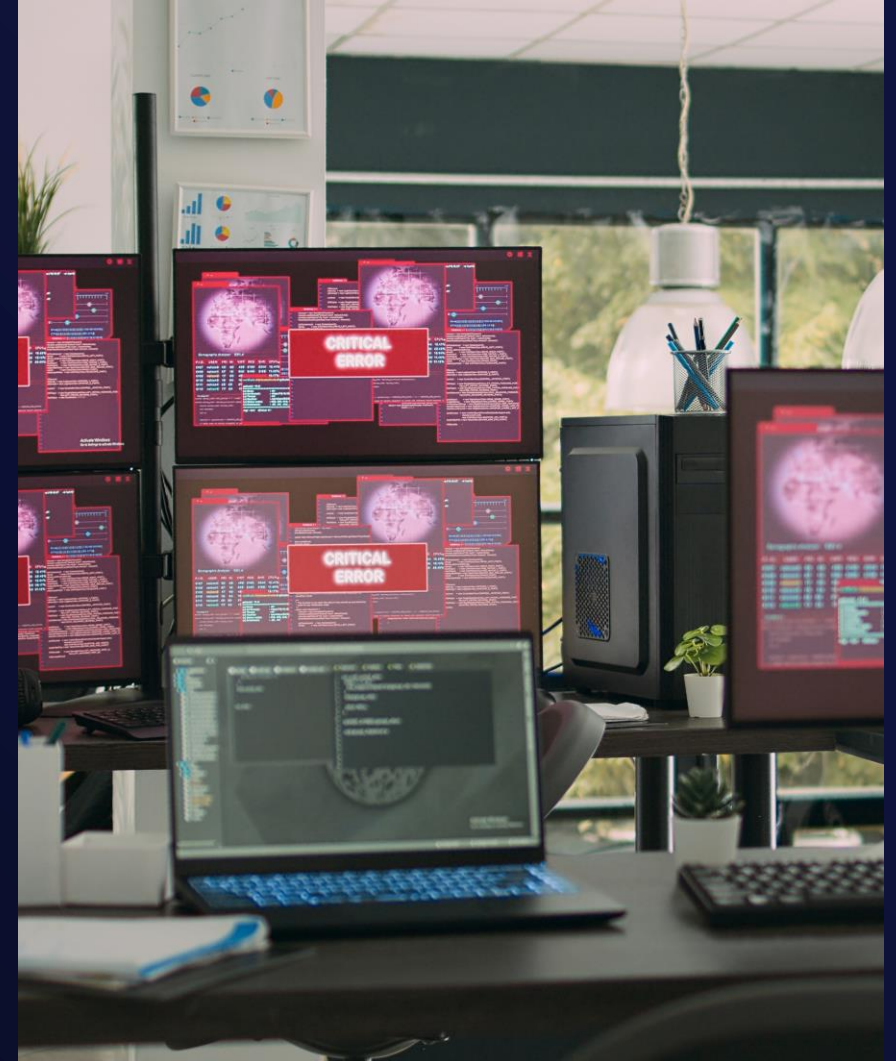
Self Service Portal

Empower your team with our intuitive self-service portal, designed for quick access to resources, information, and support ticket management.

Tailored Security Services

At Comans, we offer a fortress of security tailored to the unique contours of your IT environment. Our strategy is not just about defense; it's about intelligent, proactive protection, leveraging advanced solutions like Cybots, which brings AI-driven security right to the heart of your operations. We commit to keeping you several steps ahead of potential threats by adhering to stringent security practices, including the 'ASD's Essential Eight.

Our services extend to managing Microsoft Defender, utilising its full spectrum of features such as real-time threat prevention, automated investigation and remediation, and advanced attack detection capabilities. By integrating Microsoft Defender's robust security solutions into our service offerings, we provide an additional layer of defense that is continuously updated to address the latest threats, ensuring your assets are safeguarded with industry-leading, intelligent protection.



01

Essential 8 Audits

Optimise your security with Essential 8 audits. Benefit from real-time threat intelligence, automated defenses, and a proactive cybersecurity approach, ensuring compliance and robust protection.

02

Endpoint Protection

Secure the end-points of your network with robust protection measures that keep your devices and data safe from any vulnerability.

03

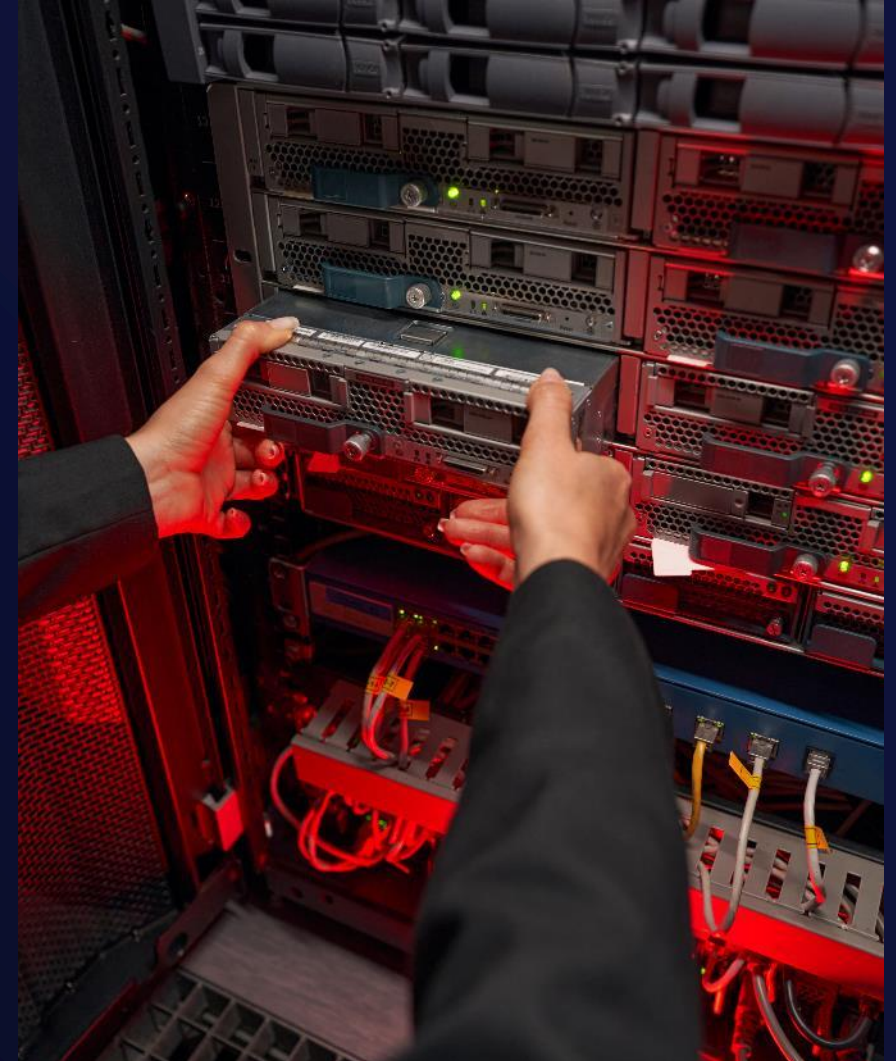
Education

Empower your team with the knowledge to identify and mitigate risks through our comprehensive security education programs.

Tailored Strategic Procurement

Navigate the complexities of hardware acquisition with Comans' Tailored Hardware Procurement services. We specialise in personalized sourcing strategies that align with your unique business requirements and technological goals. Our dedicated team leverages deep industry connections to provide you with the best hardware options, ensuring compatibility, scalability, and security.

Our service is not just about providing hardware; it's about offering a strategic partnership to ensure that every piece of technology you purchase is a perfect fit for your business goals and challenges. We understand that every organisation is unique, which is why our procurement experts meticulously assess your needs to recommend and supply hardware that enhances productivity, ensures reliability, and integrates seamlessly with your existing infrastructure. With Comans, you gain more than hardware—you gain the assurance of making informed, future-proof investments in your technological infrastructure.



01

Procurement Services

Expert sourcing of cutting-edge hardware to meet the specific needs of your business infrastructure.

02

PC Fleet Management

Comprehensive management solutions for your PC assets, ensuring efficiency and consistency across your organisation.

03

Vendor Management

We handle all aspects of vendor relations, from negotiation to after-sales support, to ensure you receive quality service and value.

Partnering With Comans Services

At Comans Services, partnership means progress. We engage with your team to understand and anticipate your needs, aligning our expertise with your business objectives to drive growth and innovation.

01

Tailored IT Solutions

Custom-fit technology services that adapt to your evolving business landscape.

02

Expert Consultation

Access to industry-leading expertise for strategic decision-making.

Strategic Partnerships for Transformative Success

- **Growth Oriented Strategies**
Forward-thinking approaches that support and scale with your company's growth.
- **Proactive Design**
Anticipative design that keep your operations running smoothly.
- **Integrity and Best Value**
We are customer centric and always make sure our customers get the best value.

Getting Started Comans Services

01

Request a Custom Proposal

Initiate your journey with Comans Services by requesting a custom proposal that aligns with your unique business needs. Our dedicated team is ready to craft a specialised solution that encapsulates your specific requirements, ensuring a bespoke service experience tailored just for you.

02

Select Your Pricing Structure

Define the financial framework of your collaboration with us by selecting from our flexible pricing models. Whether it's Time & Materials (T&M), Budgeted Hours, or a Fixed-Contract, we're prepared to accommodate your preferences and kickstart the process without delay. Let's activate your tailored IT solution today.

Contact Us

Get In Touch With Us!

Office Hours

Monday - Saturday
08.00 - 17.00

More Information

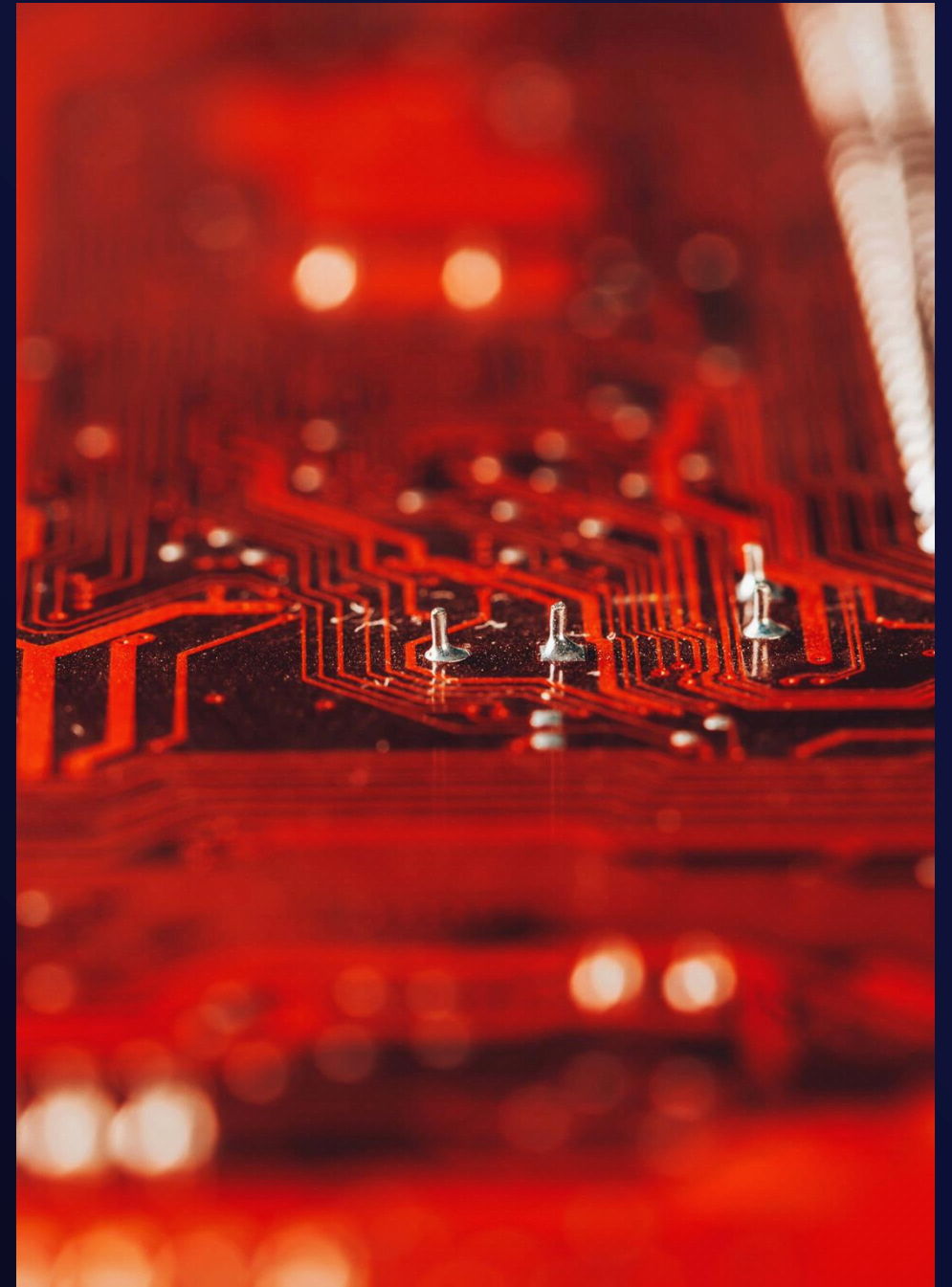
www.comansservices.com.au
sales@comansservices.com.au

Get In Touch

1300 112 872

Our Address

Level 2, 1 Southbank Blvd,
Southbank VIC 3006



Thank You

I'd like to thank you for your time and attention.

We're excited about the prospect of partnering with you and are dedicated to fostering a successful and enduring relationship. Thank you for considering us as your trusted IT ally. Should you have any questions or wish to discuss further, we are at your service.

