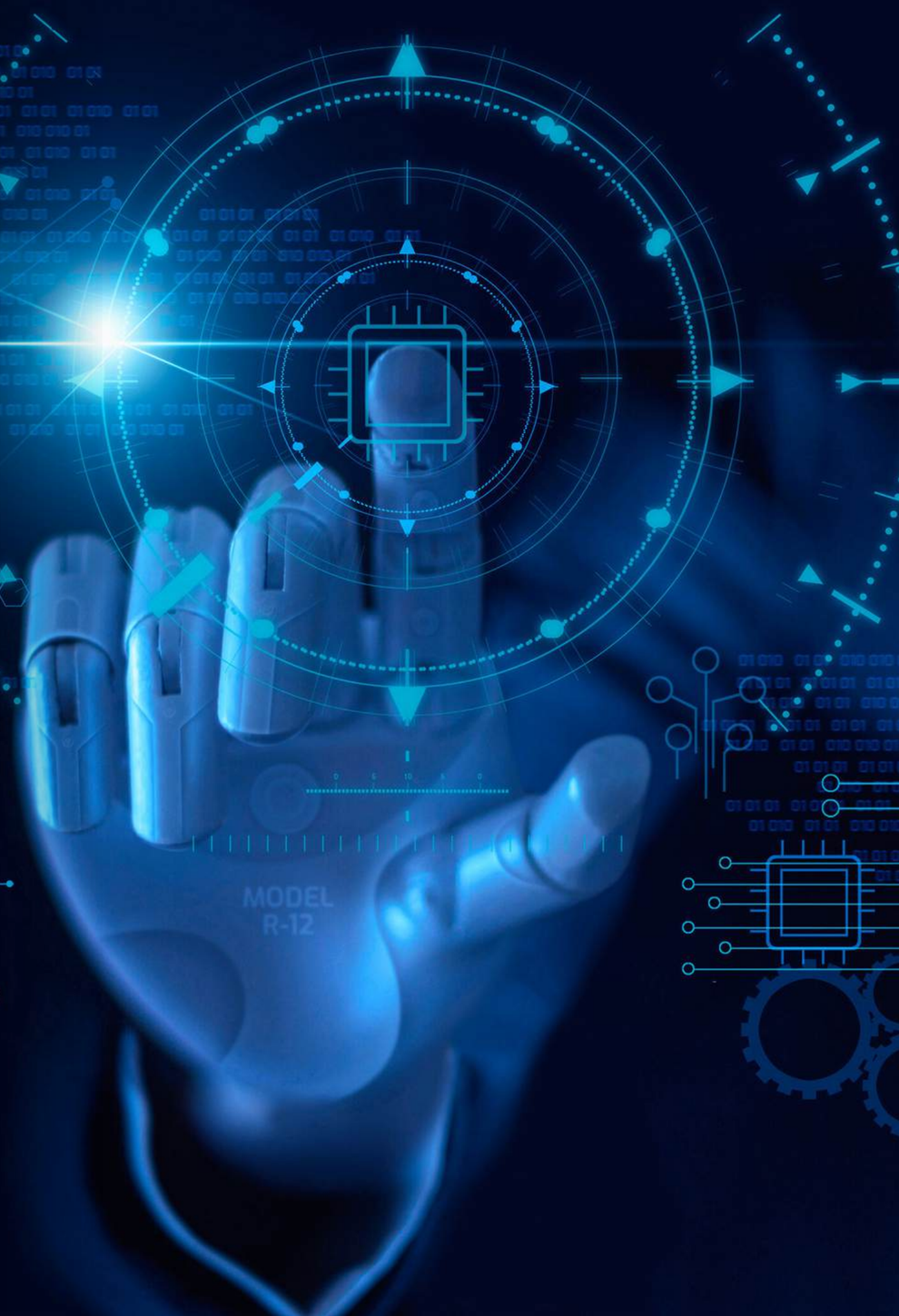
Automation Associates

Managed IT: Product Portfolio

Connected, Protected, Simplified



Introduction

Welcome to the Future

For over three decades, we've helped clients stay ahead of the curve – starting with integrated smart home installations and evolving into a full-service provider of managed AV and IT solutions for homes and workplaces alike.
Today, whether it's a high-performance home or a connected commercial environment, we deliver seamless, scalable systems that work.

Our evolution wasn't by chance. We've grown by listening closely to our clients – who today are more tech-savvy, strategically focused and future-minded than ever.

As their needs shifted from standalone installs to strategic partnerships, we adapted. The result? A technology partner who thinks beyond the install. One who understands the bigger picture.

We've continued to innovate and push the boundaries of what's possible. Our offering, our thinking, and our team have continually transformed to meet a new era of connected technology – where AV and IT converge, reliability is non-negotiable, and long-term value comes from support, well beyond the initial installation.

Thirty years in, we're just getting started.



National Office Locations



100% Kiwi Owned

Our managed IT support and IT services are built around flexibility, visibility, and security.
Whether you need hands-on help or behind-the-scenes monitoring, we've got your tech covered:

- 24/7 system monitoring
- Remote helpdesk and user support
- Device and network management
- Secure backup & Cybersecurity
- Cloud Infrastructure

Connectivity:

Fibre, VDSL, Wireless, Starlink

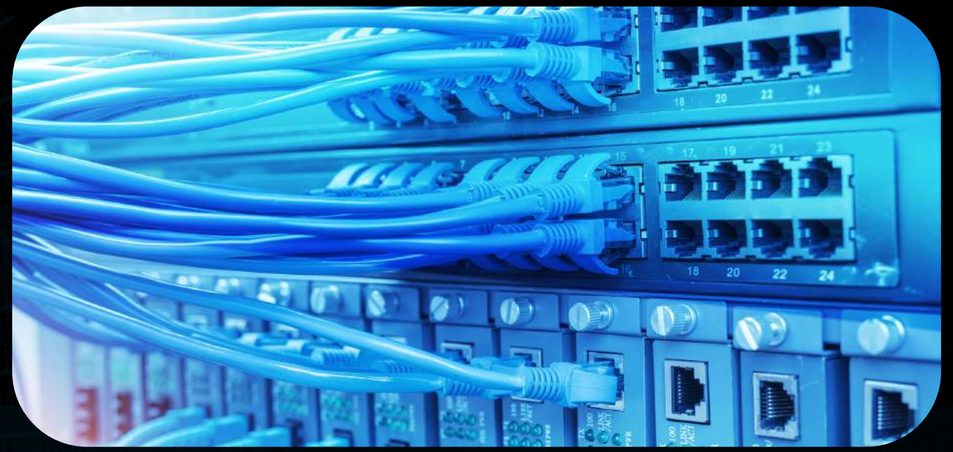
Our Internet Access Services provide a fully managed, scalable connectivity solution designed for business performance and continuity. Leveraging Voyager and other telecom partnerships, Automation Associates delivers a range of internet options, fiber for ultra-fast throughput, VDSL for cost-effective speed, and wireless for flexible deployments.

The service includes complete provisioning, router/firewall setup, bandwidth monitoring, and 24/7 support. All plans come with a robust SLA that guarantees rapid response times (as fast as immediate for outages), ensuring minimal downtime and fast issue resolution.

Key features:

- Multiple connection types (fiber, VDSL, wireless)
- Enterprise-grade routers and firewalls
- Integration with VoIP, cloud services, and VPNs
- DNS support and basic networking help
- Usage and health monitoring

This service is ideal for businesses that value reliability, want a single provider for internet and IT services, and need a connectivity solution that can scale with their growth.





Managed Support:

Predictable, fixed-cost IT support

Our Monthly Managed Service Agreement delivers proactive, fully managed IT support tailored to client needs. Core services include:

- Remote Monitoring & Maintenance: Leveraging Datto RMM, the client environment is continuously monitored, with automated alerts, patching, and regular maintenance tasks.
- Helpdesk Support: Unlimited remote support during business hours, managed through Autotask PSA with SLA-driven prioritization (P1 to P3 response/resolution times).
- Documentation & Reporting: Shared IT Glue documentation ensures visibility (internal or client-facing), while regular reports provide insights into system health, incidents, and resolved issues.
- SLA Framework:
  - P1: Immediate response, 2-hour resolution
  - P2: 2-hour response, 8-hour resolution
  - P3: 4-hour response, 24-hour resolution

Services are tailored per client, allowing scalability as business needs evolve. The agreement excludes after-hours or onsite work unless explicitly added, along with non-standard third-party software support.





Per User Support:

Predictable, fixed-cost IT support

The Per User Support Plan offers a flat-rate, user-centric IT support model tailored to each employee's needs. This includes:

- Unlimited Remote Support: Covers hardware, software, and connectivity issues for all approved devices (e.g., desktops, laptops, mobile).
- Proactive Monitoring: Automated tools check user devices for performance issues, security risks, and patch compliance.
- Centralized User Management: Includes setup and administration of Active Directory and Microsoft 365 accounts.
- Routine Maintenance: Regular software updates, OS patches, and compliance checks.
- Multi-Device Coverage: Each user can register multiple devices under the plan.

This plan aligns with modern workplace needs — supporting remote, hybrid, and office-based employees. It is ideal for organizations looking for predictable IT costs, simplified support logistics, and scalable growth.





Datacentre services:

Hosting physical or virtual servers

Co-Lo is a managed infrastructure service that provides clients with dedicated or virtual servers hosted in our secure, modern datacentre.

The service includes:

- Provisioning of physical or virtual servers tailored to client needs (CPU, RAM, storage).
- 24/7 Monitoring & Management, ensuring uptime and rapid issue resolution.
- Security Layers, including firewalls, antivirus, and controlled physical access.
- Backup & Disaster Recovery options for data protection and business continuity.
- Redundant Power & Cooling, ensuring resilience and performance.

Clients benefit from high availability (99.9% uptime SLA), scalable resources, and simplified IT operations.

This hosting service integrates well with existing services we offer (e.g., Fortinet firewalls, SentinelOne security, Microsoft 365 environments), creating a full-stack managed solution.

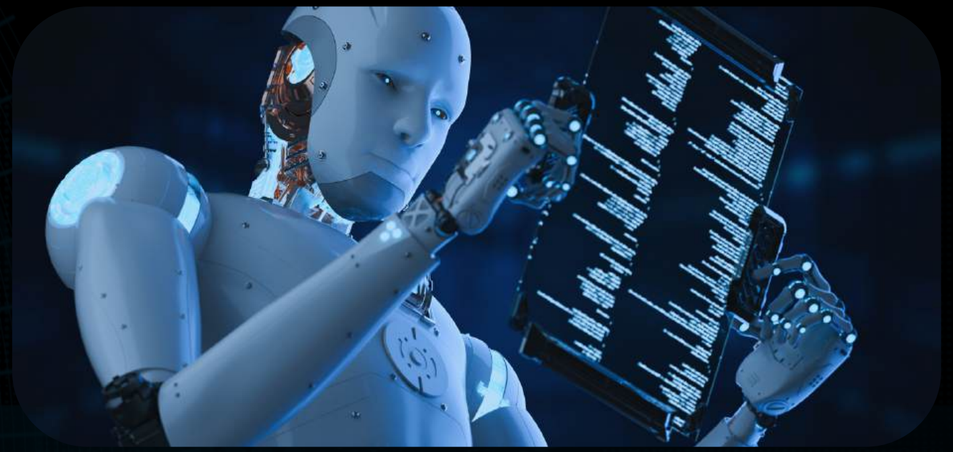




Cybersecurity Services:

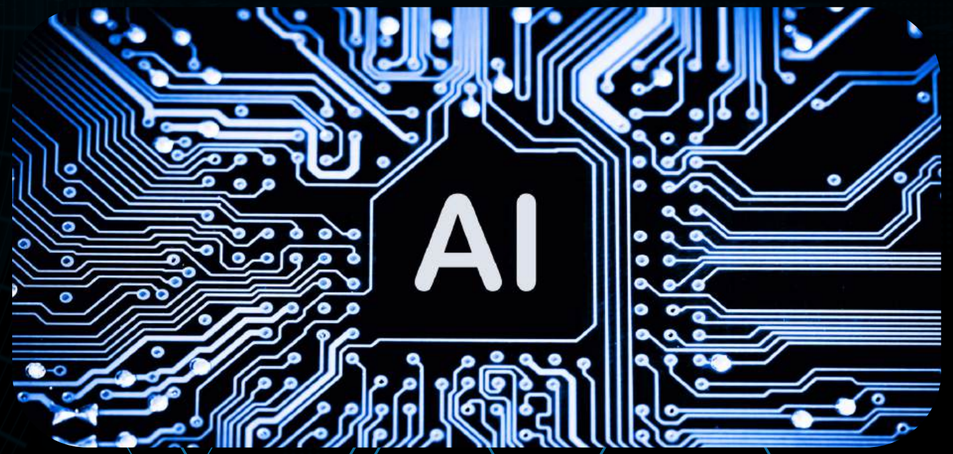
Ai Cybersecurity Army at your service

SentinelOne Endpoint Protection leverages machine learning and behavioral AI to detect and neutralize threats at machine speed. It goes beyond traditional antivirus by using autonomous detection and response capabilities, including rollback functionality that reverses malicious actions like ransomware encryption.



Architecture & Features:

- Autonomous AI Agents: Operate independently on endpoints to detect and neutralize threats without requiring cloud connectivity.
- Behavioral Detection: Recognizes malicious behaviors (not just known signatures), including fileless attacks.
- Rollback Capabilities: Uses patented Storyline™ technology to reverse the impact of ransomware attacks.
- Management Console: A web-based platform for centralized control, alerting, and reporting.
- Integrations: Seamlessly integrates with Datto RMM, Autotask PSA, and SIEM tools for enhanced workflows and ticketing.
- OS Support: Windows, macOS, Linux.



Benefits:

- Reduces incident response time with real-time protection.
- Enables rapid recovery from ransomware without restoring from backups.
- Scales across client environments with minimal IT overhead.
- Simplifies compliance reporting through automated documentation.

Cloud Services:

Migration & Management, Simplified.

Automation Associates are experts in the tools and strategies used to oversee and optimize cloud resources across various environments, including public, private, hybrid, and multi-cloud setups. Effective cloud management ensures visibility, control, and efficiency in cloud operations.
These services are essential for businesses aiming to modernize their IT infrastructure, improve agility, and reduce operational costs.





aws

Microsoft Azure

Google Cloud

Managed Backup Services:

Turnkey Backup Solutions

We provide fully managed, Veeam-powered backup services for your virtual, physical, and cloud systems. With 24/7 monitoring, secure offsite storage, and guaranteed recovery SLAs, your data stays protected, compliant, and ready for fast recovery — without the IT overhead.

Automation Associates deliver a turnkey backup and disaster recovery (DR) solution using Veeam's industry-standard platform.

It supports:

- **VMware, Hyper-V, physical servers, workstations, and cloud workloads (e.g., Microsoft 365, Azure, AWS)**.
- **Granular recovery** at file, VM, and application level (e.g., Exchange, SQL).
- **Secure offsite replication** to a Veeam Cloud Connect repository or a client-owned offsite location.

The service includes:

- **24/7 monitoring and alerting** via tools like Autotask and Datto RMM.
- **Daily job checks, troubleshooting, and regular recovery tests** to ensure reliability.
- **Compliance-aligned retention and reporting**, suitable for industries like healthcare, finance, and legal.

Integration with PSA/RMM systems enables automated alerts, efficient ticketing, and consistent remediation tracking.





Managed VoIP Services:

Turnkey VoIP Solutions

VoIP Phone Services provide fully managed internet-based telephony tailored to modern business needs. The service supports deployment via leading platforms such as 3CX (for advanced PBX control and SIP flexibility) and Microsoft Teams Calling (ideal for Microsoft-centric environments). Clients can opt for cloud-hosted, hybrid, or on-premise setups depending on their infrastructure, compliance, and operational requirements.

Key Capabilities:

- High-definition voice communication over secure IP channels.
- Advanced call features: auto-attendants, IVRs, call queues, voicemail-to-email, call forwarding.
- Unified communication integrations: chat, video conferencing, presence indicators.
- CRM and productivity tool integration (e.g., Salesforce, Microsoft 365).
- Centralized management portal for admins.

Architecture & Deployment:

- SIP trunks and hosted PBX or direct routing via Teams.
- Compatible with IP phones, softphones, and mobile apps.
- Redundancy and failover options available.
- Scalable from a handful of extensions to enterprise-grade deployments.

Support & Management:

- Includes provisioning, configuration, and ongoing system maintenance.
- Remote user support and admin guidance.
- Basic VoIP user training is part of onboarding.





Contact Us

7 College Hill, Freemans Bay
Auckland

09 377 3778

gary@aa.net.nz

www.aa.net.nz

