



Capability Statement





About Us



Managed System Services (MSS) is all about innovating solutions. We aim to build long-term relationships with our customers, working together to ensure your ICT is reliable, relevant and current to your needs and site conditions.

The numerous high-class system models developed and offered by MSS are a result of many years of meeting customer demands for specialised and customised solutions. We are dedicated to providing proven technology that will not become redundant and only offer supported, quality brands

Our Values

- Integrity
- Customer Service
- Quality
- Agility
- Value



Point of Difference



Our Services

MSS provide ICT infrastructure, managed services, software development, procurement, ERP skills, IT resourcing, enterprise software licensing, and on shore service desk support, with a commitment to excellent customer service. We deploy experts in their field for specific projects.

Our Focus

Professional quality IT services delivered to enterprise, mid market, government, education, defence, healthcare and charity/Not for Profit sectors.

Our Customers

GP super clinics, Hospitals, WALGA councils throughout WA, Mining and Industrial Sectors, Universities, Schools, Australian Defence Contractors.



Organisation



Management

Our relatively flat organisational structure allows invaluable collaborative interaction between staff and management. There are 3 company directors all based in Perth WA with service engineers and consultants Australia wide.

Team

Our team brings together broad, multi national, multi industry experience and exposure to provide value added end-to-end, up to date solutions and services.

Delivery

Our distinctive proactive service delivery mechanism has provided a tested framework in which we work with our customers. Every project is approached with providing maximum satisfaction, the desired outcome and value. Continuous improvement and high levels of vendor engagement ensure MSS are across the latest technologies and market trends.



Quality



Accreditations

Managed System Services are accredited and compliant to the best practices in IT governance including ISO9001, Prince2, ITIL, COBIT and TOGAF. In addition to this MSS participate on multiple state government CUA agreements, have security clearance with defence contractors and are members of the WALGA panel for local government procurement.

Workplace Health and Safety

MSS has a comprehensive Workplace Health and Safety system in place as well as specialist tickets to allow our people to work safely on mine sites and other industrial campuses.

Risk Management System

Our risk management strategy ensures delivery for all contracted services. MSS has relationships with other high quality suppliers who provide full product warranties and guarantees.



Business Details

Legal Entity: Managed System Services PTY LTD
Trading Name: Managed System Services
ACN: 153773543
ABN: 27153773543
Date of Incorporation: 1 February 2012

Street Address: Lower Ground Floor, 26 Clive Street,
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Insurances:

- Public Liability
- Professional Indemnity
- Management Liability
- Product Liability
- Workers Compensation



Capabilities

Partnerships

- HP Gold Partner
- Sophos Platinum Partner
- Microsoft Silver Partner
- Cisco Select Partner
- Lenovo Gold Partner
- APC Partner
- Eaton Professional Partner
- VMWARE Solution Provider
- Software One Partner
- Huawei Partner
- AMCOM Partner
- PCLOCS
- Panasonic Partner

Service Desk/Support

- 24/7/365 Service Desk (in Australia)
- Remote and Onsite Support
- Break fix
- System administration
- Backup monitoring/Offsite backup
- Server and storage monitoring

IT Consulting

- IT Infrastructure review and upgrade
- Innovation
- ERP
- Workflow
- Security Assessment
- Software Development

Networking

- Cisco/HP/Huawei Router/Switching and Telephony
- Mobile/wireless device planning and management
- Sophos UTM configuration and deployment
- Security / perimeter/ penetration testing

Servers & Storage

- HP 3PAR/ LeftHand/ Storeonce/DL/ ML/Blade Servers
- Huawei Oceanstore
- Oracle (FS1/ Integrated Cloud/ Exadata)
- Cloudhive

Application/Software Development

- Microsoft SharePoint
- .Net
- VisualBasic
- VBA
- Java
- C
- HTML
- XML
- JavaScript
- PL-SQL
- POS
- ERP/Data Warehousing



Capabilities

continued

Virtualisation

- VMWARE
- HyperV
- Huawei FusionSphere

Oracle

- eBusiness Suite
- Fusion (Financials)
- JDEdwards
- Exadata
- ZFS
- OVM
- OEL
- OVM

Linux

- Monitoring
- RPM
- Security
- Shell scripting
- TSM integration
- RMAN Monitoring

Procurement

- Enterprise IT Procurement as a Service
- Open book fixed margin pricing
- Nationwide distribution delivery capability
- SOE Desktop/Notebook/PoS Management and delivery

Cloud

- VDI / Hosted desktop
- Platform as a Service/ Development as a Service
- Backup as a Service/ Offsite backup/restore
- Hosted Exchange



References

Managed System Services are happy to provide contact details of reference customers relevant to any engagement we are working on. We have some great stories in enterprise, government, and education to name a few