



YOUR STRATEGIC TECHNOLOGY PARTNER

Blackbird IT can help you get your business the right IT structure to keep you competitive in times of change.



Technology has had a major impact on growing business growth and capability in recent years. And with recent rapid changes in the way we work and collaborate in the workplace, once again growing businesses are looking for smart and secure IT solutions that will deliver what growing businesses need to remain competitive.

Dispersed teams mean growing business's need to prioritise delivering secure collaboration capabilities to their workers employees in order to maintain productivity levels.

MEETING IT NEEDS AT LIGHTNING SPEED

At Blackbird IT, we're on a mission to facilitate and empower our customers to realise their potential through the strategic implementation of technology. Our focus is and always has been on understanding the needs and finding the best-fit-solution for all of our customers.

Blackbird IT offers a full range of IT services and products to businesses across different industries.

From education, business, and government, to not-for-profits, while we believe technology is important, our true focus is on the outcomes that technology can help you achieve.

Afterall, what good is a new technology implementation in a business or school if it does not improve the efficacy or efficiency and deliver a return on investment?



SO WHAT IS THE BLACKBIRD IT DIFFERENCE?

OUTCOME-FOCUSED ARCHITECTURE

You're after great business results. We're out to help you achieve it. We design and implement key technology solutions and align their benefits to business outcomes such as productivity, compliance, and risk mitigation.

COMPLETE TECHNOLOGY OFFERING

We have capabilities that allow us to provide a holistic offering and service all your IT needs. We do this by partnering with niche service providers that are experts in IoT, Business Intelligence, Custom Software Development, and Advanced Security. This means you can be assured that our IT strategy recommendations are implemented effectively.

SCHEDULED MONTHLY MAINTENANCE

Proactive system updates ensure your IT infrastructure is stable, secure and up to date.

REMOTE MANAGEMENT AND REMEDIATION

We use an advanced toolset to identify trends in system behaviour and resolve issues before they cause trouble.

MANAGED SERVICES

IT is the heartbeat of every business. It's what bridges the gap between the business and the customer. Most managed service providers deliver their services in the same way. Except we're not like any of the others, we do things differently here. At Blackbird IT, you're our first priority.

SCHEDULED ONSITE HOURS

See our team in action, protecting your business infrastructure, within your premises.

DEDICATED SUPPORT ENGINEERS BY YOUR SIDE

Every site has Primary and Secondary engineers assigned, supported by a team of technical engineers ready to troubleshoot technical issues.

ASSET MANAGEMENT

Our system ensures nothing expires when you need it most and enables effective budgeting of replacement assets. We'll make your business run like a well-oiled machine.



WE HELP YOU GROW

At Blackbird IT,
we don't do one-size-fits-all.
In our book, customisation
is the only size that fits all.

MANAGED ACCOUNTS TAILORED TO FLEX WITH YOUR IT NEEDS

Blackbird IT has forged a support model designed to deliver the best possible experience for you. It's called a Managed Account.

Some Managed Service Providers have one-size-fits-all contracts that force you to pay for services and resources you won't even use. They make you pay outrageous fees that you'd wonder if they're helping you or you're helping them.



**OUR
POWERS
COMBINED**

We are genuinely interested in our customers as people and how we can meet their needs in thoughtful and unexpected ways. We're committed to you and your success.



**A SINGLE,
PREDICTABLE BILL
PER MONTH**

We are always fair to our customers and colleagues and we expect them to be fair to us. With our managed accounts service, there is transparency in what we do and how we do it. You won't have to worry about billing creep.



**REDUCED BILLING
ADMINISTRATION**

A single, predictable consolidated invoice for support hours to aid budgeting and reduce the burden on financial administration.



**NO LOCK-IN
CONTRACTS**

We're positive that our services can transform your business. But if for some reason you're not too thrilled, we can change our approach for the next 30 days. And if it still does not suit your needs, you can walk away from the contract.



**QUARTERLY
REVIEW**

Quarterly reviews are scheduled meetings where we sit down with you to:

- Review customer service for the previous quarter
- Pinpoint any developing trends in the organisation
- Identify any current levels of risk and ensure that this is documented and understood.
- Have an understanding of expectations from both sides
- Table and understand future budgets and plans



THE RACE TO EQUIP REMOTE WORKERS

With so many businesses racing to ensure their IT systems deliver the right solutions to support increasingly remote work practices, there is high demand for effective, integrated platforms that can offer the digital tools businesses need.

Many of Blackbird IT's customers are already on this type of platform - Microsoft 365. This cloud-based solution delivers the essential tools and features your employees need to work securely and collaboratively from anywhere.





DESIGNED WITH DISTANCE IN MIND

Microsoft 365 and Modern Workplace's design is centred around enabling collaboration between teams on projects with more efficiency.

With increased risk mitigation profiles and improved security of data shared between PCs, laptops, phones and tablets, your data is still safeguarded by Microsoft 365's hefty security features.

SECURITY: YOU'RE COVERED

Microsoft 365 offers exactly what Growing businesses need to keep business-as-usual going, with innovative tools:

- Incorporates the best of Office 365 including Teams
- Includes the newly designed Windows 10
- Windows Hello for Business (a new credential in Windows 10 which increases security for workers accessing corporate resources)
- Streamlined user sign-in with two-factor authentication that combines an enrolled device with a PIN or biometric user input
- Windows Defender
- Microsoft Edge
- Device Guard and more

Microsoft 365 enables growing businesses to run their business in the cloud while managing most aspects of your IT, including your devices, providing protection against malware and delivering the essential digital tools to run your business.

BUILT FOR YOUR BUSINESS

Microsoft 365 was designed specifically for small and mid-size businesses and brings together the productivity of Office 365 with the advanced security of Windows 10.

This combination enables businesses to focus on core business activities with peace of mind that your data is protected. And your employees can collaborate, communicate and grow your business without technology roadblocks.

SAFEGUARDING YOUR BUSINESS

At Blackbird IT, when we meet with clients, we often find that not everyone is aware of the breadth and depth of Microsoft 365's capabilities. Especially when it comes to defending their data against security threats.

Security is serious business and many companies struggle to know where to start and how much security they need. But when Microsoft 365 is your security foundation, your security bundle is integrated into a single solution with support for hybrid identity.

For example, the new two-step authentication and login verification offered by Microsoft 365. We all know passwords are vulnerable and can be hacked in by professionals within a matter of hours. But with two-step authentication, there's an added security layer that makes it much harder for non-authorized users to access an account.

EMPOWERING PEOPLE TO DO THEIR BEST WORK

With Teams and Microsoft 365, dispersed workers can share knowledge, streamline project management, and co-create business value anywhere, on any device.

Blackbird IT clients currently on Microsoft 365 are able to avoid the disruption of rapid change as the platform moves with them. And as they move and grow, Blackbird IT is right there alongside, ensuring everything is working perfectly.



Our focus on delivering the results and outcomes your business needs, in a supported and committed service relationship. Are you ready to move your business forward with Blackbird IT?

Silver
Microsoft Partner

Experience IT with a difference?

Blackbird IT is a Microsoft Silver Partner. We can offer expertise in all things Microsoft 365, so if you're ready to upgrade to Microsoft 365, give us a call

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