



**MANAGED
COMPUTER
SOLUTIONS**



PRODUCT AND SERVICES CATALOGUE

2024

RETAIL

Welcome to Managed Computer Solutions, Step into a world where technology meets reliability. Our Computer Store offers an extensive range of products, from high-performance computers to peripherals and accessories.

MSP

Welcome to a new era of efficiency and reliability. At Managed Computer Solutions, we take pride in being your trusted Managed Service Provider. Our mission is to understand and meet your unique IT needs, providing tailored solutions that drive your business forward

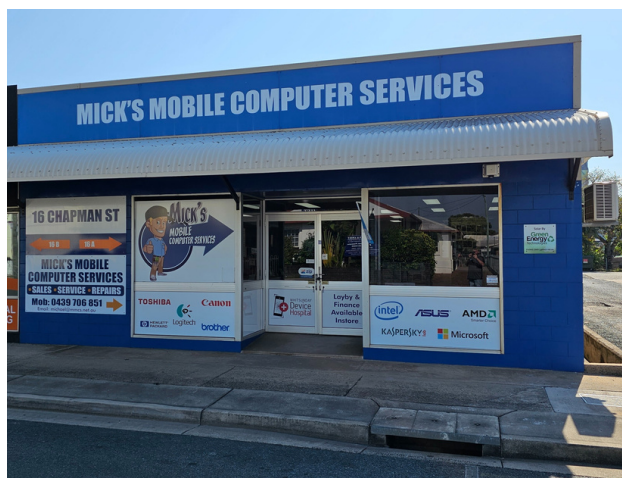
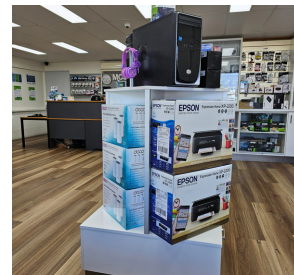
ABOUT US

ABOUT US



We're thrilled to announce a new chapter in our journey! What started as "Micks Computers" has now transformed into "Managed Computer Services" as we embark on an exciting expansion to better serve our valued customers. Our growth has been fueled by your trust and support over the years. With your ever-increasing technology needs, we realized the importance of offering a broader spectrum of services, from computer sales and repairs to comprehensive managed IT solutions.

Managed Computer Solutions continues to be your go-to destination for all things tech. Our team of skilled technicians and IT experts remains dedicated to providing top-notch services. From managing your business's network infrastructure to optimizing your personal devices, we are here to keep you connected and secure in an ever-evolving digital landscape. As we rebrand, our commitment to connecting communities through technology remains unwavering. Whether you're a small business owner looking to streamline operations or an individual seeking reliable tech support, Managed Computer Services is your trusted partner.



BUSINESS LAPTOPS

A business laptop is built and intended for use in the workplace. Manufacturers design these laptops to be more portable and have longer battery life than personal laptops. As a result, a professional laptop will be more efficient in terms of battery life, speed, and power to support a 40-hour workweek. Business laptops tend to have longer product lifecycles compared to consumer laptops.



This means you can expect extended support, including driver updates, firmware patches, and warranty coverage. This is particularly important for businesses looking for consistent hardware and software support over an extended period. Business laptops are designed with manageability in mind. They often offer features that make them easier to deploy, configure, and manage for IT departments.



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BUSINESS LAPTOPS

HP ELITEBOOK LAPTOPS



VALUE FOR MONEY

The Elite Book range has a great price point while still maintaining reliability and build quality

BUILT TO LAST

The Elite Book boasts an aluminium case and rugged design for everyday use.



TRULY PORTABLE

Elitebooks are incredibly thin and light, making it an excellent option for people needing to transport their device frequently.

LEARN MORE



With its EliteBook business computers, HP has you covered. HP provides a laptop for everyone, whether you're an IT manager purchasing for thousands of employees or an enterprise user looking to refresh your equipment.

DISPLAY	PROCESSORS	MEMORY
13.3 Inch to 15.6 inch FHD	Full range of intel or AMD	8GB up to 64GB
HARDDRIVES	GRAPHICS	OS
256 all the upto 4TB	ONBOARD OR DEDICATED	WINDOWS 10 or 11

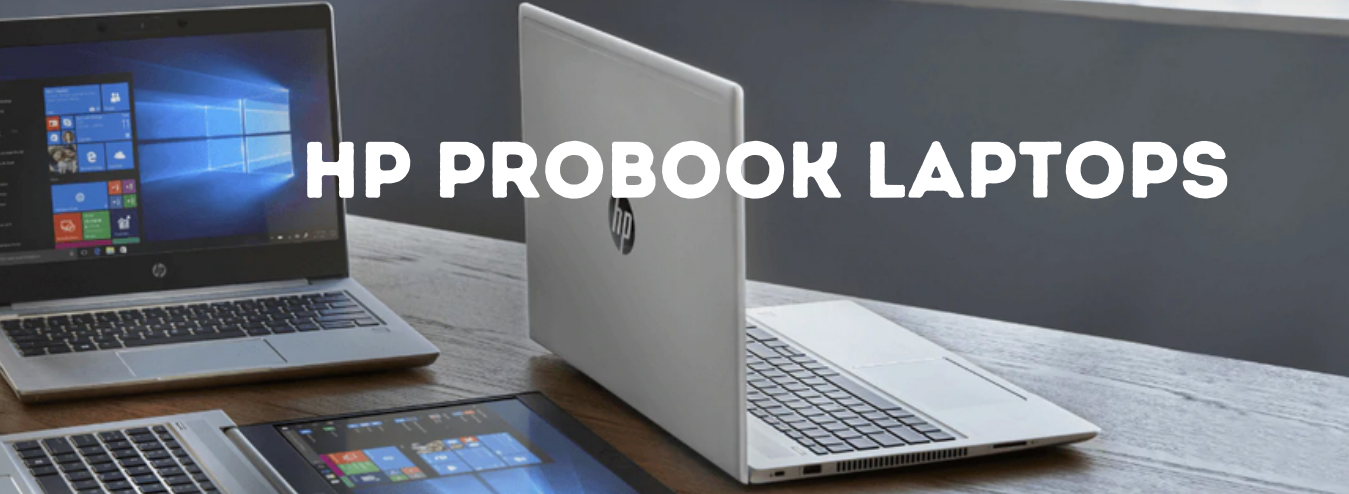


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HP PROBOOK LAPTOPS



Designed for everyday performance

HP ProBook laptops are designed to deliver reliable performance



Designed for everyday performance

HP ProBook laptops are designed to deliver reliable performance



Designed for everyday performance

HP ProBook laptops are designed to deliver reliable performance for business and home users. They are equipped with processors and hardware configurations that are suitable for everyday tasks and productivity needs.

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DISPLAY	PROCESSORS	MEMORY
13.3 Inch to 15.6 inch FHD	Full range of intel or AMD	8GB up to 64GB
HARDDRIVES	GRAPHICS	OS
256 all the upto 1TB	ONBOARD OR DEDICATED	WINDOWS 10 or 11



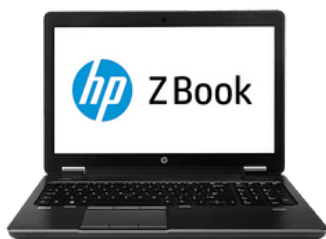
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BUSINESS LAPTOPS

HP ZBOOK LAPTOPS



DESIGNED FOR PERFORMANCE

The ZBOOK range deliver blistering performance from this high-end device.



EXPANDABLE AND ADAPTABLE

Expandable storage and memory to suit any application.



TRULY PORTABLE

Very light weight and very portable device, with enough battery life to get you through a typical eight-hour day of light productivity

LEARN MORE



The ZBook range is not as showy as most gaming laptops or as inexpensive as most "creator" laptops, but in many respects it is superior to both as a mobile workstation-class computer.

DISPLAY	PROCESSORS	MEMORY
13.3 Inch to 15.6 inch FHD	Full range of intel or AMD	8GB up to 128GB
HARDDRIVES	GRAPHICS	OS
256 all the upto 4TB	ONBOARD OR DEDICATED	WINDOWS 10 or 11



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GAMING LAPTOPS



Gaming laptops contain top-notch technology that enables competitive and AAA gaming wherever you are. Laptops feature a built-in screen, a keyboard, and a touchpad, and they are battery-operated. However, with the correct accessories, you can simulate a desktop environment at home.



Most high-end gaming laptops, as well as most laptops used for development and design work, include a dedicated Graphics card, the additional horsepower makes it possible to utilise demanding programmes and games, and you can do it all while still being mobile. These are paired with high definition screens for a truly impressive gaming experience.

A gaming laptop is the ideal device if you enjoy playing video games and need portability. Gaming laptops are designed primarily for gamers and include higher-end components than conventional workplace laptops. The ability to carry your gaming wherever you go is maybe the main advantage of a gaming laptop.



GAMING LAPTOPS

MSI KATANA LAPTOPS



GAMING PERFORMANCE

MSI is a well-established brand in the gaming community and is known for producing reliable gaming hardware.



BUILT TO LAST

The Katana is built to last. They are sturdy and come with a high build quality that you would expect from MSI.



VISUAL BEAUTY

Depending on model, Katanas come with an impressive and high definition screens with a full HD IPS screen.

LEARN MORE



MSI is well-known for producing gaming laptops with high-performance components, including powerful processors, dedicated graphics cards and fast RAM. If you are a gamer, an MSI Katana will offer excellent gaming performance and handle demanding titles with ease.

DISPLAY	PROCESSORS	MEMORY
13.3 Inch to 15.6 inch FHD	Full range of intel or AMD	8GB up to 64GB
HARDDRIVES	GRAPHICS	OS
256 all the upto 4TB	ONBOARD OR DEDICATED	WINDOWS 10 or 11

PRE-BUILT COMPUTER SYSTEMS



Prebuilt PCs save time on setup and assembly by being ready to use right out of the box. Businesses with minimal IT resources or people who value convenience may find this to be advantageous. Before shipping, PC manufacturers frequently put their prebuilt systems through a rigorous testing process to make sure they adhere to quality standards and are less likely to have hardware problems.



Prebuilt PCs may not offer the same level of customization as building a custom PC, so you might not be able to fine-tune the specifications to your exact needs. Prebuilt computers have manufacturer warranties and technical assistance, giving you piece of mind in case anything goes wrong with the hardware or there are any other issues.



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ALL-IN-ONE COMPUTERS



All-in-one pc's are space-saving, simple, stylish, and have integrated functions. However, conventional desktop towers can be a better option for people who have particular performance needs or who want considerable hardware upgradability. Always remember to take into account your unique requirements .



HP ALL IN ONES

All-in-one desktop come with excellent speed, clear visuals, and an intuitive user interface. For simplicity of usage, a wireless keyboard and mouse are included.

LEARN MORE



DISPLAY	PROCESSORS	MEMORY
27" Touch screen	Full range of intel or AMD	8GB up to 32GB
HARDDRIVES	GRAPHICS	OS
256 all the upto 4TB	ONBOARD OR DEDICATED	WINDOWS 10 or 11



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COMPUTERS

NUC COMPUTERS



NUC'S are a small form factor PC kit designed and produced by Intel. NUC PCs are compact, powerful, and highly versatile computers that come in a small, portable form factor. They are typically sold as barebone kits, meaning they do not include certain essential components like storage, memory, and an operating system.



- **Form Factor** – NUC PCs are very compact and often have dimensions of about 10 x 10 CM
- **Performance** – NUC PCs use Intel's latest generation processors, ranging from low-power, energy-efficient CPUs to more powerful ones
- **Connectivity** – Despite their small size, NUC PCs offer various connectivity options, including USB ports, HDMI or DisplayPort for video output, Wi-Fi, Ethernet, and audio jacks.
- **Customizability** – The "barebone" nature of NUC PCs allows users to customize the system according to their preferences and requirements
- **Mounting** – NUC models have VESA mounting support, allowing users to attach the PC to the back of a monitor or TV, creating an all-in-one solution with minimal footprint.



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HP ELITE PRE-BUILT

HP ELITE MINI

The HP Elite Mini Desktop PC's offers the performance required for your business workload while being portable enough for you to carry it from home to work. This PC is ideal for desktop users who need mobility in their workspace since it comes with a strong Intel Processors, DDR5 memory.



HP ELITE 600/800

With a compact design, the HP Elite 600/800 series Desktop PC's offers uncompromised performance, expandability, and dependability. This PC is ideal for large tasks carried out in cramped workplaces since it is equipped with the most recent Intel processor's, quick storage, and memory.



HP EliteDesk desktops are designed for business and professional use, offering high-performance components and advanced features. They are equipped with powerful processors, ample memory, and fast storage options to handle demanding tasks and applications.



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CUSTOM BUILT COMPUTER

GEFORCE
RTX

GEFORCE RTX

- **Tailored Specifications** - Each component is based on your specific requirements.
- **Performance and Upgradability** - Custom PCs can be equipped with high-quality and powerful components, providing better performance compared to prebuilt systems.
- **Cost-Effectiveness** - Depending on the components you select, a custom-built PC can offer better price-to-performance ratios compared to prebuilt options.
- **Control over Brands and Quality** - When building a custom PC, you have full control over the brands and quality of each component.
- **Upgradeable** - Being custom built, parts are easily upgradeable to the newest technology.



Buying a custom-built PC is an excellent choice for people who want to tailor their computer to specific needs, have control over the components and aesthetics,

If your needs are not met by off-the-shelf prebuilt PCs, such as specialized software requirements, high-end rendering, or professional workstations, a custom-built PC can be tailored to suit those needs precisely.



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COMPUTERS

GAMING COMPUTERS



- **Tailored Hardware** – Each component is based on your specific gaming requirements.
- **Performance and Upgradability** – CBC Gaming computers can be equipped with high-quality and powerful components.
- **Cooling** – Gaming PCs create a lot of heat during intense games, so effective cooling is essential to avoid overheating and retain peak performance.
- **Control over Brands and Quality** – When building a custom gaming PC, you have full control over the brands and quality of each component.
- **The Whole Experience** – To enhance the gaming experience, gaming PCs are generally used in conjunction with extra peripherals such as gaming keyboards, mouse, controllers, and high-resolution displays with rapid refresh rates.

A gaming PC, often known as a gaming computer, is a personal computer that has been particularly developed and optimised for gaming. Gaming PCs, as opposed to normal desktop computers, are created with strong hardware components to provide high performance, smooth gameplay, and greater graphics quality. All our gaming pcs are CBC's.



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KEYBOARDS

A keyboard is an input device that uses a set of keys or buttons to send data to a computer or other devices. Each key typically represents a specific character or function, and users press the keys to input data, commands, or text into the connected system. Keyboards are fundamental to computer usage and are used for a variety of tasks, including typing, gaming, and controlling various software applications.

Standard Keyboards:

- Standard keyboards are the most common type and are found on most desktop computers. They have a layout with keys for letters, numbers, and various function keys.



Wireless Keyboards:

- Wireless keyboards connect to a computer or device via Bluetooth or a wireless USB receiver. They provide flexibility and freedom of movement, eliminating the need for a physical connection.



Compact Keyboards:

- Compact keyboards, such as tenkeyless (TKL) or 60% keyboards, lack a numeric keypad and may have a smaller form factor. They are popular for users with limited desk space or those who prefer a more minimalistic design.

MICE

A computer mouse is an input device used to interact with a computer or other digital devices. It is typically a small handheld device with buttons and sometimes a scroll wheel. The mouse is moved across a surface, and its movements are translated into cursor movements on a computer screen.

Optical or Laser Sensor: The bottom of the mouse contains an optical or laser sensor that detects movement. Older mice used a ball for this purpose, but modern mice typically use optical or laser sensors for more precise tracking.



Wireless Connectivity: Wireless mice use technologies like Bluetooth or a dedicated USB receiver to connect to a computer without a physical cable. Wired mice, on the other hand, connect directly through a USB or PS/2 port.

Gaming Mice: Gaming mice often come with additional features such as customizable lighting, extra programmable buttons, and high DPI settings, catering to the specific needs of gamers.



COMPUTER SPEAKERS

Computer speakers are external devices designed to reproduce sound from a computer or other audio source. They come in various sizes, shapes, and configurations, and their primary function is to enhance the audio experience when listening to music, watching videos, playing games, or participating in virtual meetings on a computer.



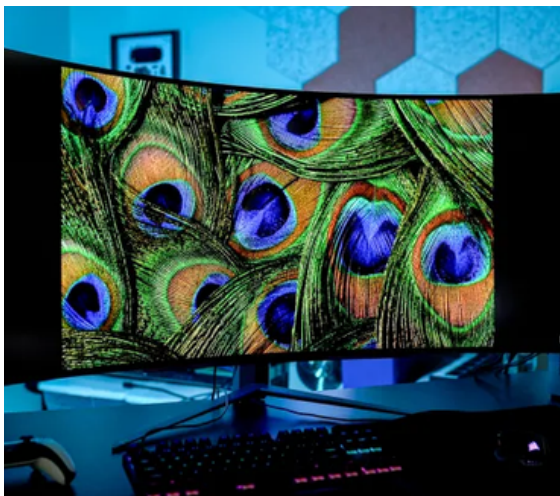
- **Stereo vs. Surround Sound:** Stereo speakers provide two audio channels (left and right), while surround sound speakers have additional channels for a more immersive audio experience. The choice depends on the user's preferences and the intended use.
- **Wired vs. Wireless:** Wired speakers connect to the computer using cables, typically a 3.5mm audio jack or USB connection. Wireless speakers use technologies like Bluetooth to establish a connection without physical cables.
- **2.0 vs. 2.1 vs. 5.1, etc.:** The numbering system indicates the number of speakers and subwoofers in a speaker system. For example, a 2.0 system has two speakers, a 2.1 system includes two speakers and a subwoofer, and a 5.1 system has five speakers and a subwoofer.
- **Frequency Response:** The frequency response of speakers describes the range of frequencies they can reproduce. A wider frequency response generally means better sound quality, especially in reproducing low-frequency bass or high-frequency treble sounds.
- **Power Output (Wattage):** The power output of speakers is measured in watts (W). Higher wattage generally indicates louder sound, but the efficiency of the speakers also plays a role.
- **Speaker Size and Form Factor:** Computer speakers come in various sizes, including compact desktop speakers, bookshelf speakers, and larger floor-standing speakers. The choice depends on the available space and desired audio quality.

COMPUTER MONITORS

PERIPHERALS



A computer monitor is a display device that visually presents digital content generated by a computer or other electronic devices. It serves as the primary interface between the user and the computer, allowing users to view text, images, videos, and other graphical content. Monitors come in various sizes, resolutions, and technologies, and selecting the right one depends on individual preferences, intended use, and budget.



- **Size:** Monitor size is measured diagonally across the screen. Consider the available space on your desk and how far you'll be sitting from the monitor. Larger screens provide more workspace and are often preferred for gaming and multimedia, but they may require more desk space.
- **Resolution:** The resolution indicates the number of pixels on the screen and affects the clarity of images. Common resolutions include Full HD (1920x1080), Quad HD (2560x1440), and 4K Ultra HD (3840x2160). Higher resolutions provide sharper images, but your computer's graphics card must support the chosen resolution.
- **Refresh Rate:** The refresh rate is the number of times the monitor refreshes the image per second, measured in Hertz (Hz). Higher refresh rates, such as 60Hz, 120Hz, or 144Hz, contribute to smoother motion, making them suitable for gaming and video editing.
- **Panel Technology:** Different panel technologies offer varying colour reproduction, viewing angles, and response times.
- **Aspect Ratio:** Aspect ratio is the ratio of the width to the height of the screen. Common ratios include 16:9 (widescreen) and 4:3 (standard). Widescreen monitors are more prevalent today and are suitable for most applications.
- **Response Time:** Response time measures how quickly pixels can change colours. Lower response times are better, especially for fast-paced activities like gaming, as they reduce motion blur.

COMPUTER PRINTERS

Computer printers are devices that produce hard copies of digital documents, images, or other electronic data stored on a computer or other digital devices. They are essential peripherals in both home and office settings, providing a tangible output of information that can be easily shared, filed, or distributed. Printers come in various types and models, each designed for specific purposes.

Inkjet Printers:

- **Use:** Suitable for general-purpose printing, including text documents, photos, and colour graphics.
- **Advantages:** Affordable, versatile, and capable of producing high-quality photo prints.
- **Considerations:** Consumable costs may add up over time, especially for high-volume printing.



Laser Printers:

- **Use:** Ideal for high-volume printing of text documents.
- **Advantages:** Fast printing speeds, cost-effective for text-heavy printing, and often used in office environments.
- **Considerations:** Typically more expensive upfront, and color laser printers can be costlier than their inkjet counterparts.

All-in-One Printers (Multifunction Printers):

- **Use:** Combine printing, scanning, copying, and sometimes faxing capabilities in a single device.
- **Advantages:** Space-saving, cost-effective for users who need multiple functions, and convenient for home or small office use.
- **Considerations:** May not have the same level of performance in each function as dedicated devices.



USB FLASH DRIVES AND EXTERNAL HARDDRIVES



Flash drives: Also known as a USB flash drive or thumb drive, is a small, portable storage device that uses flash memory to store and transfer data between devices. Flash drives have become a popular and convenient way to carry and transfer digital files due to their compact size, durability, and compatibility with a wide range of devices.



Flash drives come in a variety of storage capacities, ranging from a few gigabytes (GB) to multiple terabytes (TB). The choice of capacity depends on the user's storage needs.

External hard disk drives (HDDs):

Are storage devices that provide additional storage space for computers and other devices. Unlike internal hard drives, external HDDs are housed in an external enclosure and connect to computers or other devices through interfaces like USB, Thunderbolt, or eSATA.

External HDDs come in a range of storage capacities, from a few hundred gigabytes (GB) to multiple terabytes (TB). Users can choose a capacity based on their storage needs for documents, photos, videos, and other files.



DOCKING STATIONS

A docking station extends the functionality of your laptop, giving you a desktop-like experience. You may plug in many devices at once, including a mouse, an external display, external storage, SD and micro SD cards, and more.



DESKTOP LIKE EXPERIENCE

A docking station can give you a desktop like experience. This convenient device provides a simple, hassle-free, and convenient way to plug in common computer peripherals

MULTIPLE SCREENS

Easily expand your laptop across multiple screens to increase workflow and productivity



EXPAND YOUR STORAGE

Some dock also allow you to expand your storage by allowing you to insert different types of SSD's and HDD'S.

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Windows 11

WINDOWS 11

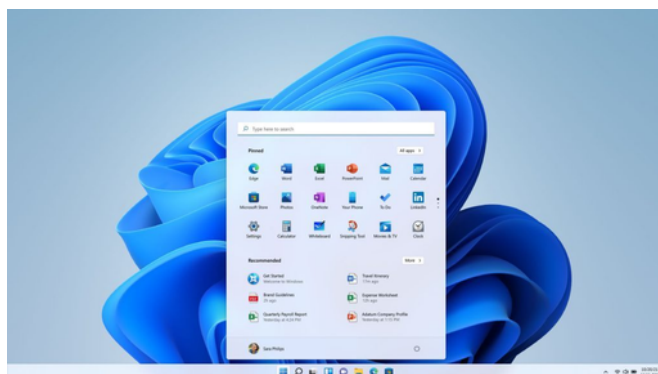
SOFTWARE

Windows 11 includes several features designed to enhance the user experience. These features contribute to a more modern and user-friendly experience, with a focus on productivity, collaboration, and entertainment. Always refer to the official Microsoft website or other reliable sources for the most up-to-date information on Windows 11 Home and its features.



- **Gaming Improvements:** Windows 11 brings enhancements to gaming, including support for features like DirectStorage, Auto HDR, and improved integration with Xbox Game Pass.
- **Enhanced Virtual Desktops:** Virtual Desktops have been improved, offering a more convenient way to organize and switch between different desktop environments for various tasks.
- **New Microsoft Edge Browser:** Windows 11 comes with the new Microsoft Edge browser, which offers performance improvements and integration with Microsoft services.
- **Enhanced Touch, Pen, and Voice Input:** For devices with touchscreens or support for stylus input, Windows 11 includes improvements to touch, pen, and voice input methods.
- **System Requirements:** Windows 11 has updated system requirements, so it's important to check if your device meets the specifications needed for the upgrade.

- **Redesigned Start Menu and Taskbar:** Windows 11 features a centered Start Menu and Taskbar, providing a more streamlined and modern look compared to Windows 10.
- **Snap Layouts and Snap Groups:** Windows 11 introduces new window management features that make it easier to organize and work with multiple open windows on the desktop.
- **Microsoft Store:** The Microsoft Store has been revamped in Windows 11, offering a more curated experience with a wide range of applications.
- **Direct Integration with Microsoft Teams:** Windows 11 includes direct integration with Microsoft Teams, making it easy to access communication and collaboration features right from the Taskbar.
- **Widgets:** Widgets provide personalized news, weather, calendar, and other updates in a glanceable format on the desktop.



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SOFTWARE

Personal	Family	Business Standard	Office Home & Student	Office Home & Business
A 12-month subscription for 1 person	A 12-month subscription for up to 6 people	A 12-month subscription for 1 person	One-time purchase for 1 person	One-time purchase for 1 person
PC, Mac, iPad, iPhone, Android tablets & phones	PC, Mac, iPad, iPhone, Android tablets & phones	PC, Mac, iPad, iPhone, Android tablets & phones	Install on 1 device PC or Mac	Install on 1 device PC or Mac
1 TB cloud storage per person	Up to 6 TB cloud storage 1 TB per person	1 TB cloud storage	Classic Office apps: Word, Excel, PowerPoint, OneNote	Classic Office apps: Word, Excel, PowerPoint, OneNote, Outlook
Advanced security	Advanced security	Advanced security		
Apps with premium features & updates: Word, Excel, PowerPoint, Microsoft Defender, OneDrive, Outlook, Microsoft Editor, Clipchamp, OneNote, Microsoft Teams	Apps with premium features & updates: Word, Excel, PowerPoint, Microsoft Defender, OneDrive, Outlook, Microsoft Editor, Clipchamp, OneNote, Microsoft Teams	Apps with premium features & updates: Word, Excel, PowerPoint, OneDrive, Outlook, Microsoft Teams, Exchange, Sharepoint		

***Please note that Microsoft 365 plans and features may be updated or expanded over time. It's recommended to check the official Microsoft website for the most current details on Microsoft 365, including pricing, features, and any new additions**



LAPTOP BAGS AND BACKPACKS

ACCESSORIES

Getting a laptop bag serves several practical purposes and can be a wise investment, especially if you frequently use a laptop for work, school, or personal use.



- **Protection:** A laptop bag provides dedicated and padded compartments designed to protect your laptop from scratches, bumps, and other potential damage. It helps safeguard your investment and prolong the life of your device.
- **Portability:** Laptop bags are specifically designed to make it easy to carry your laptop and its accessories. They often come with comfortable handles, shoulder straps, or backpack-style straps, making it convenient to transport your laptop wherever you go.
- **Organisation:** Laptop bags typically have multiple compartments and pockets to help you organize and carry accessories such as power cables, chargers, external hard drives, pens, notebooks, and other essentials. This can contribute to better organization and efficiency.
- **Style and Aesthetics:** Laptop bags come in various styles, designs, and materials. Whether you prefer a professional, casual, or trendy look, you can find a bag that complements your personal style and professional image.
- **Security:** Some laptop bags come with security features like lockable zippers or RFID-blocking pockets to help protect your laptop and personal information from theft or unauthorized access.
- **Weather Resistance:** Many laptop bags are designed to be weather-resistant or waterproof, providing an additional layer of protection for your laptop and its contents in case you encounter rain or adverse weather conditions.



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UNINTERRUPTED POWER SUPPLY



A UPS, or Uninterruptible Power Supply, is an electrical device that provides battery backup power to connected devices in the event of a power outage or voltage fluctuations. UPS systems are designed to ensure a continuous and reliable power supply, protecting critical electronic equipment from power disruptions.



- **Automatic Voltage Regulation (AVR):** Some UPS models feature Automatic Voltage Regulation to fine-tune and stabilize the incoming voltage, reducing the need to switch to battery power unless absolutely necessary.
- **Backup Time:** The backup time of a UPS depends on factors such as the capacity of the battery, the power load connected to the UPS, and the specific UPS model. It is the duration for which the UPS can sustain power to connected devices during an outage.
- **Monitoring and Management:** Many UPS systems come with monitoring and management features. This may include the ability to remotely monitor the UPS status, receive alerts about power events, and gracefully shut down connected devices to prevent data loss during an extended outage.
- **Power Capacity (VA/Watts):** UPS devices are rated in terms of Volt-Amps (VA) and Watts. The capacity should match or exceed the power requirements of the connected equipment.

- **Battery Backup:** The primary function of a UPS is to provide a temporary power source during a power outage. The UPS is equipped with a built-in battery that can supply power to connected devices for a limited duration.
- **Voltage Regulation:** UPS systems often include voltage regulation capabilities to stabilize and maintain a consistent voltage level, protecting connected devices from overvoltages and undervoltages that can occur on the electrical grid.
- **Surge Protection:** UPS devices typically have surge protection features to safeguard connected equipment from power surges and spikes. This is especially important for sensitive electronics like computers, servers, and networking equipment.
- **Line-Interactive and Online Designs:** There are different types of UPS designs. Line-interactive UPS systems adjust input voltage levels and switch to battery power when needed. Online UPS systems continuously provide power from the battery, offering a higher level of protection.



ACCESSORIES



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CABLES

ACCESSORIES

Computer cables are physical connectors that facilitate the transmission of data and electrical signals between various devices in a computer system. These cables play a crucial role in connecting different components, peripherals, and external devices to ensure proper communication and functionality.

USB Cables:

- **Use:** USB (Universal Serial Bus) cables are versatile and widely used for connecting various devices, including printers, external hard drives, cameras, smartphones, and more.
- **Variants:** USB-A, USB-B, USB-C (a newer, reversible connector with faster data transfer speeds and power delivery capabilities).



HDMI Cables:

- **Use:** HDMI (High-Definition Multimedia Interface) cables transmit high-definition audio and video signals, making them common for connecting computers to monitors, TVs, and projectors.
- **Variants:** Standard HDMI, Mini HDMI, Micro HDMI (different connector sizes).

DisplayPort Cables:

- **Use:** DisplayPort cables transmit audio and video signals, often used for connecting computers to monitors, especially in gaming setups.
- **Variants:** DisplayPort 1.2, DisplayPort 1.4 (with increased bandwidth for higher resolutions and refresh rates).



Audio Cables:

- **Use:** Audio cables transmit analog or digital audio signals between devices such as computers, speakers, headphones, and audio interfaces.
- **Variants:** 3.5mm audio cables, RCA cables, optical cables (Toslink).



Thunderbolt Cables:

- **Use:** Thunderbolt cables support high-speed data transfer and can carry both video and audio signals. They are often used for connecting external drives, monitors, and other peripherals to computers.
- **Variants:** Thunderbolt 2, Thunderbolt 3 (using USB-C connectors).



MULTIPLE SCREEN BRACKETS

Using multiple monitors makes using numerous programmes at the same time much easy and faster. Instead of switching between full-screen windows, the second programme may be placed on the secondary monitor, resulting in fewer clicks and a speedier workflow.



This is especially handy in a fast-paced work setting when swift email responses are required; an email client may be kept open and accessible at all times for quick communication.

Employees who utilise laptops or tablets for portability outside of the office but need a bigger monitor workspace in the office may benefit from a multiple monitor setup, especially given devices with small displays, tiny keyboards, and trackpads.



ACCESSORIES



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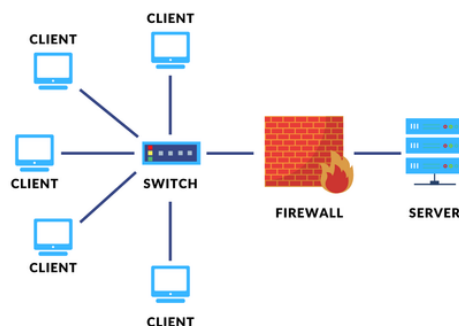
WHAT IS A SERVER AND WHY DO WE NEED THEM

A server is a computer or system that provides services, resources, or functionalities to other computers, known as clients, within a network. Servers are designed to handle specific tasks and requests, serving the needs of users, applications, or other devices connected to the network. They play a critical role in managing and distributing resources in a networked environment.



Servers centralise resources, such as data, applications, or computing power, making them accessible to clients on the network. Servers provide various services or functions to clients, including file storage, web hosting, email, database management, authentication, and more. Many servers include storage capabilities for hosting files, databases, or other data. Storage can be in the form of local drives, attached storage devices

Servers can take various forms, including dedicated physical machines, virtual machines, or cloud-based instances. The type of server used depends on the specific requirements and infrastructure of the organization or network.



NAS SERVER



NAS stands for Network Attached Storage. It refers to a dedicated device or server that is designed to provide centralized storage and file sharing services to other devices on a network. NAS devices are equipped with multiple hard drives, allowing them to store and manage large amounts of data. Unlike traditional servers, NAS devices are optimized for file storage and sharing, making them an efficient and user-friendly solution for homes and businesses.



- **Centralised Storage:** NAS provides a centralized location for storing and managing data. Multiple users and devices on the network can access and share files stored on the NAS.
- **File Sharing:** NAS devices support various file-sharing protocols such as SMB (Server Message Block), NFS (Network File System), and FTP (File Transfer Protocol), allowing users to easily share files and collaborate.
- **Redundancy and Data Protection:** Many NAS devices support RAID (Redundant Array of Independent Disks) configurations, providing data redundancy and protection against drive failures. In case of a disk failure, data can be reconstructed from the redundancy information stored on other disks.
- **Remote Access:** NAS devices often offer remote access capabilities, enabling users to access their files and data from outside the local network. This is useful for remote workers or accessing files on the go.

- **Media Streaming:** Some NAS devices come with built-in media server functionality, allowing users to stream multimedia content, such as videos, music, and photos, to compatible devices on the network.
- **Backup Solutions:** NAS devices can serve as centralized backup solutions. Users can schedule automatic backups of their computers, servers, or other connected devices to the NAS for data protection.
- **Security Features:** NAS devices often include security features such as user authentication, access controls, and encryption to protect data from unauthorized access.
- **Scalability:** NAS systems are scalable, allowing users to expand storage capacity by adding more hard drives to the NAS or by connecting additional NAS units to the network.
- **Low Power Consumption:** NAS devices are designed to be energy-efficient, consuming less power compared to traditional servers. This makes them suitable for 24/7 operation.



SERVERS

BUSINESS GRADE SERVERS

SERVERS



A business onsite server refers to a server that is physically located on the premises of a business or organization, as opposed to being hosted off-site in a data center or the cloud. Onsite servers play a crucial role in managing and storing data, providing network services, and hosting applications for the internal operations of the business.



- **Physical Location:** An onsite server is physically housed within the business premises. It may be located in a dedicated server room or data center within the company's facility.
- **Data Storage and Management:** Onsite servers are responsible for storing and managing data generated and used by the business. This includes files, databases, and other types of information critical to the organization's operations.
- **Local Network Services:** Onsite servers provide various local network services to users within the organization. This can include file sharing, printer management, user authentication, and other services that facilitate internal communication and collaboration.
- **Application Hosting:** Many business applications, such as enterprise resource planning (ERP) software, customer relationship management (CRM) systems, and collaboration tools, may be hosted on onsite servers. This allows employees to access and use these applications for their daily tasks.
- **Email and Communication Services:** Onsite servers often host email services and other communication tools like instant messaging and collaboration platforms. This allows for internal communication and coordination among employees.
- **Security and Control:** Hosting servers onsite provides businesses with a higher degree of control over their IT infrastructure and security. It allows organizations to implement specific security measures, access controls, and monitoring tailored to their needs.
- **Backup and Disaster Recovery:** Onsite servers are typically part of a comprehensive backup and disaster recovery strategy. Regular backups of critical data are often stored on-site, and businesses may implement onsite solutions for quick recovery in case of data loss or system failures.



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CLOUD SERVER

A cloud server, also known as a virtual server or virtual private server (VPS), is a computing resource that is provisioned and accessed over the internet through a cloud computing provider's infrastructure. Unlike traditional onsite servers, cloud servers are not physically located within the user's premises but are hosted in data centers managed by third-party cloud service providers.



- **Virtualization:** Cloud servers are instances of virtual machines (VMs) running on physical servers in a data center. Virtualization technology allows multiple virtual servers to coexist on the same physical hardware.
- **Resource Scalability:** Cloud servers offer scalability, allowing users to easily adjust the resources allocated to their server. This includes increasing or decreasing computing power (CPU), memory (RAM), storage, and bandwidth based on demand.
- **On-Demand Provisioning:** Cloud servers can be provisioned quickly and on-demand. Users can create, modify, or delete instances based on their requirements, often using a web-based control panel or application programming interfaces (APIs).
- **Remote Accessibility:** Users can access and manage their cloud servers remotely over the internet. This enables administrators to configure, monitor, and maintain their servers from any location with internet connectivity.
- **Pay-as-You-Go Pricing:** Cloud servers typically follow a pay-as-you-go or subscription-based pricing model. Users are billed based on their actual usage of resources, allowing for cost flexibility and efficiency.
- **High Availability and Redundancy:** Cloud providers design their infrastructure for high availability. This includes redundancy across multiple servers and data centers, minimizing the risk of service disruptions due to hardware failures.
- **Backup and Disaster Recovery:** Cloud servers typically come with built-in backup and disaster recovery features. Users can create backups of their server instances and data, and many cloud providers offer tools for quick recovery in case of failures.
- **Security Measures:** Cloud providers implement security measures to protect cloud servers and data. This includes encryption, firewalls, identity and access management, and compliance with industry standards.



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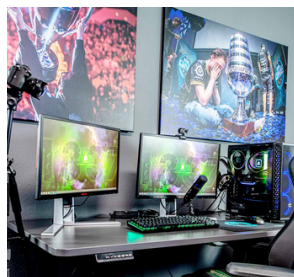
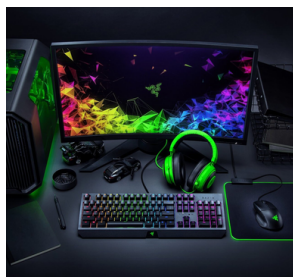
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GAMING ACCESSORIES



Gaming accessories are often designed with features and specifications tailored for gaming. For example, gaming keyboards may have mechanical switches that provide tactile feedback and faster response times, while gaming mice may have higher DPI (dots per inch) for precise and swift cursor movements. These enhancements can improve your gaming performance and accuracy.



Many gaming accessories come with customization options, allowing you to tailor them to your preferences. Gaming keyboards often have programmable keys or RGB lighting that can be customized, gaming mice may have adjustable sensitivity levels, and gaming headsets may offer customizable audio profiles. These customization options let you create a setup that suits your gaming style and aesthetic preferences.



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RANGE OF GAMING MICE

DRAGON WAR G18

Switch Left or Right Hand Mode only in 3 secs
Dragon War's Macro Software
Silent Operates
6 Speed Dpi (Max 3400DPI)



MSI CLUTCH GM30

Combining the gaming switches that last over 10 Million clicks and a Pixart Optical sensor that delivers up to 4200 DPI*, the GM08 is both accurate and reliable in the heat of battle.

LOGITECH G502

Engineered for advanced gaming performance. G502 HERO features HERO 25K gaming sensor with sub-micron precision tracking,



LOGITECH G733

Forget about average and claim the unfair advantage with the Razer Viper Ultimate—a wireless gaming mouse built to win. Designed to be a true extension of a gamer, this deadly predator comes with cutting-edge technology.



Gaming mice features include adjustable sensitivity, flawless sensors, programmable buttons, ultra-light designs, and more, letting the user make fast reactions and more comfortable movements. Although a gaming mouse performs the same role as your regular mouse, it does so with a higher level of precision.



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RANGE OF GAMING KEYBOARDS

Gaming is a fun pastime that can be done on even the most basic keyboards, but is it worthwhile to spend money on a keyboard specifically made for gamers if you want to take your gaming to the next level?



THERMALTAKE EDGE PRO

The Challenger Edge Pro RGB gaming keyboard comes in a unique floating keycap design with a sleek minimalistic aluminum finish.

RAZER CYNOSA V2

Paint your play in a truly immersive light with the Razer Cynosa V2—the essential RGB gaming keyboard. With customizable lighting in every key.



RAZOR BLACKWIDOW

Precise mechanical switches packed into a wired 80% form factor—powered by Razer Chroma™ RGB for greater customization.

CORSAIR K57 RGB

Light up your wireless gaming with the K57 RGB Wireless Gaming Keyboard, featuring sub-1ms SLIPSTREAM WIRELESS and brilliant per-key RGB backlighting from CAPELLIX LEDs.



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GAMING

RANGE OF GAMING HEADSETS

CHOOSING THE RIGHT GAMING HEADPHONES

When it comes to gaming headsets, there are numerous options available on the market, catering to various budgets, preferences, and gaming platforms. Here are some popular options:

MSI IMMERSE GH20

TGH20 is lightweight and portable, weighing only 245 grams. Designed to be comfortable for long-term wearing.



THERMALTAKE SHOCK V2

The SHOCK V2 gaming headset is a no frills lightweight designed gaming headset that features clear positional audio and long-lasting comfort.

THERMALTAKE CRONOS

The CRONOS Riing RGB 7.1 comes packed with features and latest tech offering up an oversized 50mm state-of-the-art tilting neodymium driver and true RGB engineered



LOGITECH G733

Wireless gaming headset designed for performance and comfort. Outfitted with all the surround sound, voice filters, and advanced lighting you need to look, sound, and play with more style than ever.



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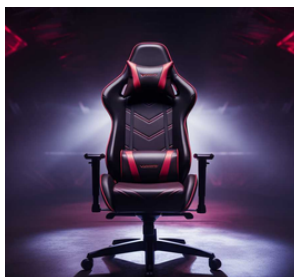
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GAMING CHAIRS



Gaming chairs vary from other office chairs in that they have a high backrest that supports the upper back and shoulders. They're also more adaptable: the armrests, back, lumbar support, and headrest can all be adjusted for maximum comfort. A correct sitting posture contributes to overall wellbeing and enhances productivity. Correct sitting posture improves general well-being and productivity. And don't forget they look cool.



Specially designed for serious gamer and smart working executive who loves the adrenaline of residing in a gaming chair, the Alfordson gaming chair in Xavier collection is the ultimate for movers and shakers like yourself. Built with premium PU leather, generous foam paddings and ergonomically-friendly design with detachable and height-adjustable lumbar and neck cushions, our racer chair provides your entire body with ample support in all the right places. The 2-point lumbar massage function allows you to work or play at your peak for long periods of time in optimal comfort. With an X pattern in the middle, the Xavier chair perfectly combines both comfort and style.



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GAMING MONITORS

GAMING



- **Refresh Rate:** A higher refresh rate, measured in Hertz (Hz), allows for smoother motion on the screen. Common refresh rates for gaming monitors include 60Hz, 144Hz, 165Hz, and 240Hz. Higher refresh rates can result in more fluid and responsive gameplay.
- **Response Time:** Response time is the time it takes for a pixel to change from one color to another. Lower response times, measured in milliseconds (ms), help reduce motion blur and ghosting, especially in fast-paced games. Aim for a low response time, ideally below 5ms.
- **Resolution:** The resolution of a monitor determines the clarity and level of detail in the visuals. Common resolutions for gaming monitors include Full HD (1920x1080), Quad HD (2560x1440), and 4K Ultra HD (3840x2160). Higher resolutions provide sharper images but may require more powerful graphics hardware.

Gaming monitors are specialised displays designed to enhance the gaming experience by providing features like high refresh rates, low response times, adaptive sync technologies, and high resolutions. These monitors are tailored to meet the demands of gamers who prioritize fast and smooth visuals for an immersive gaming environment.



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CBC, UPGRADES AND COMPUTER HARDWARE

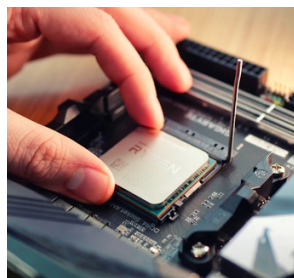
HARDWARE



Managed Computer Services can custom construct a PC to meet your specific requirements. Whether it's a beast of a gaming machine with a graphics card capable of handling the frame rates of the most intense first person games or a normal home PC for browsing the internet and checking emails every now and then. You pick the components, and we will assemble it for you.



One of the most significant benefits of buying a Custom-Built PC is the chance to virtually hand-pick every component in the system. This allows you to fine-tune and customise your project to meet your particular budget and performance needs. You also have the option of entirely customising the look that you would like to achieve making it very personable.



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TYPES OF STORAGE

HARDWARE

MECHANICAL HARDDRIVES

These days, you may not see many newer desktop and laptop computers with hard disk drives, but they remain popular because of their storage space. There are 500 GB, 1 TB, 2TB, and more than 4 TB hard drives. They consist of a moving part that rotates during reading and writing operations, so they usually make noise. This massive storage space is why hard disc drives are unlikely to disappear very soon. You can also use Mechanical Hard drives to backup your stuff utilising the large storage space.

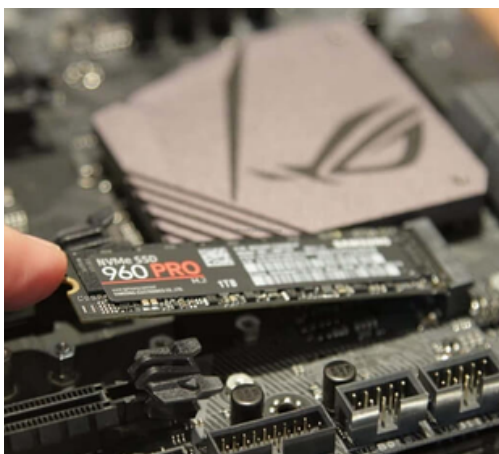


SSD HARDDRIVES

SSD hard drives are one of the most recent hard drive technologies. SSDs have replaced HDDs in most contemporary PCs. Unlike previous hard drive technologies, SSD drives do not have moving elements and do not store data via magnetism. As a result, they do not produce as much noise as hard disc drives (HDDs).

M.2 STORAGE

An M.2 SSD is a compact form factor solid-state drive (SSD) that is utilised in storage expansion cards that are internally attached. M.2 SSDs are meant to provide high-performance storage in tiny, power-constrained devices such as laptops and tablet computers. These are becoming more popular as most mother boards incorporate slots ready for M.2 drives especially in towers and NUCs. M.2 drives are directly connected to the motherboard and offer faster bus speed, resulting in a very high-speed transfer.



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INTEL CPU'S



INTEL i3

If you're after a PC or laptop for everyday computing tasks like web browsing, video streaming and office-type work, the i3 is great.

INTEL i5

i5 processors now feature 6 cores of processing power. This means they can handle more jobs at the same time – great for busy multitaskers. Designers and photographers are well catered for too, as are budding PC gamers.

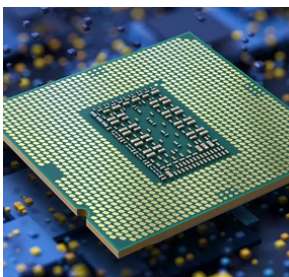


INTEL i7

If you are advanced video editing or 3D modelling you'll need a very fast processor and good graphics – so look at an i7. It's perfect for the demands of gaming fans, too. With 6 original cores and the technology to create another 6 virtual cores, it has enough power for the most demanding tasks.

INTEL i9

They're designed to scale to your performance needs by delivering options between 4 to 18 cores for extreme performance and the latest technological advancements, while providing headroom for the future.



HARDWARE



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AMD
RYZEN

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EF 2128SUS
9399560510225
DIFFUSED IN TAIWAN
MADE IN CHINA

AMD RYZEN CPU

RYZEN 3 SERIES

Ryzen 3 processors are entry-level CPUs suitable for budget-conscious users and casual computer users. They deliver reliable performance for basic gaming, online surfing, light office work, and regular computer duties.



RYZEN 5 SERIES

Ryzen 5 CPUs provide a mix between cost and performance, making them appropriate for casual users, gamers, and content producers.

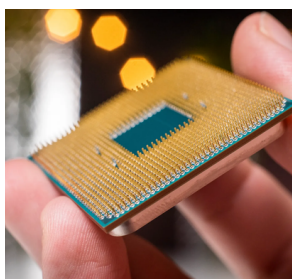
RYZEN 7 SERIES

Ryzen 7 CPUs are designed for demanding workloads and are marketed at power users, enthusiasts, and content creators. For workloads like video processing, 3D modelling, and streaming.



RYZEN 9 SERIES

AMD's flagship CPUs, the Ryzen 9 series provides the greatest degree of performance in the Ryzen line-up. These CPUs are made for people who frequently handle several threaded tasks, professional content makers, and gamers looking for the greatest gaming experience.



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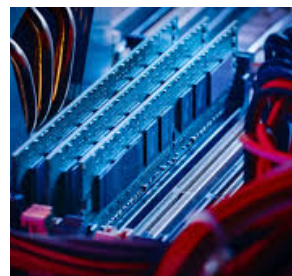
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MEMORY AND RAM

HARDWARE

RAM (Random Access Memory) is an essential component in a computer because it plays a critical role in the system's performance and functionality. Memory is the electrical storage location for instructions and data that a computer needs to access quickly. It is where information is kept for future use. Memory is one of the most important aspects of a computer since it allows it to work correctly.



The RAM that is most frequently utilised in current computers is DDR RAM. DDR RAM essentially doubles the data transfer rate relative to its clock speed by transferring data twice every clock cycle. For instance, DDR4 RAM operating at 2400 MHz has a 4800 MB/s effective data transfer rate.

It's critical to confirm compatibility with the motherboard and other current components when upgrading or acquiring RAM.

NAVIDIA GRAPHICS CARD



RTX 4060 AND 4060TI

Game, stream, create. The GeForce RTX™ 4060 Ti and RTX 4060 let you take on the latest games and apps with the ultra-efficient NVIDIA Ada Lovelace architecture.



RTX 4070 AND 4070TI

built with the ultra-efficient NVIDIA Ada Lovelace architecture. Experience fast ray tracing, AI-accelerated performance with DLSS 3, new ways to create, and much more.

RTX 4080

The 4080 delivers the ultra performance and features that enthusiast gamers and creators demand. Bring your games and creative projects to life with ray tracing and AI-powered graphics.y



RTX 4090

The RTX 4090 is the ultimate GeForce GPU. It brings an enormous leap in performance, efficiency, and AI-powered graphics. Experience ultra-high performance gaming, incredibly detailed virtual worlds, unprecedented productivity, and new ways to create



HARDWARE



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TYPES OF CPU COOLING

CPU COOLING FAN

Air cooling: The most popular and cost-effective way of cooling CPUs is air cooling. Heatsinks and fans are combined in this process. The fan pushes air over the heatsink to speed up heat dissipation. The heatsink is a metal component that absorbs and disperses heat away from the CPU. Most common desktop PC setups may benefit from air cooling, which is also extremely simple to install and maintain.



ALL-IN-ONE

All-in-One (AIO) Liquid Cooling: Compared to other liquid cooling setups, AIO liquid cooling solutions are pre-assembled, sealed liquid cooling systems that need less installation work. AIO coolers frequently include a CPU water block, tubes, radiator, and one or more fans built into a single device. They are easier to install than air coolers and provide higher cooling performance.

WATER COOLING

Water cooling: Using a closed-loop system, liquid cooling, commonly referred to as water cooling, circulates a liquid coolant via a network of tubes and a CPU water block. Heat from the CPU is absorbed by the coolant and transferred to a radiator via a fan. Water has superior heat conductivity than air, allowing for more efficient heat transfer, hence liquid cooling may be more effective.



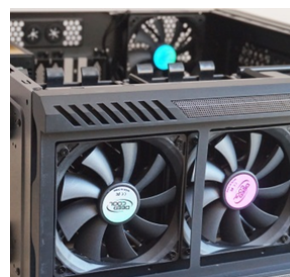
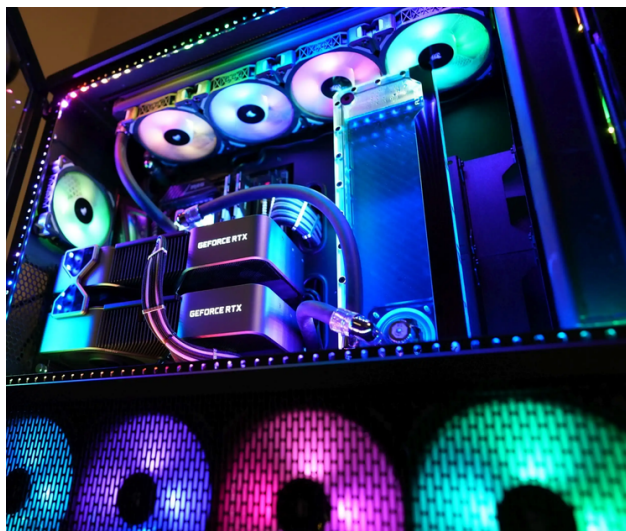
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TYPES OF CASE COOLING

A crucial part of desktop computers' cooling systems are PC case fans. They support appropriate circulation inside the PC case by removing hot air produced by the components and bringing in cold, fresh air. Sizes for PC case fans are usually given in millimetres (mm). Although smaller and bigger variants are also available, the most popular sizes are 120mm and 140mm. Smaller fans can provide more concentrated airflow, whereas larger fans typically move more air at lower RPMs and operate more quietly.



Balance between noise levels and cooling efficiency may be achieved by adjusting fan speed. Either voltage regulation (3-pin fans) or pulse-width modulation (PWM) (4-pin fans) can be used to regulate fans. PWM fans are often utilised in contemporary systems and provide more exact control over fan speed. Fan speed may be changed using either specialised fan control software or the BIOS/UEFI settings.



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TYPES OF GPU COOLING

HEAT SINK COOLING

Heatsinks: Heatsinks are used in graphics cards to absorb and distribute heat produced by the GPU. The heatsink is made up of a number of fins or heat pipes that expand the area that may be used to dissipate heat. The cooling fans circulate air over the heatsink, which helps to dissipate the built-up heat and regulate GPU temperatures.



CUSTOM COOLING

Other options might consist of bigger heatsinks, more fans, quieter fan designs, or even liquid cooling systems made especially for graphics cards. For enthusiasts and those looking to get the most out of their graphics cards, these aftermarket cooling solutions are designed to deliver superior cooling performance and reduce GPU temperatures.



COOLING FANS

The majority of contemporary graphics cards are fitted with one or more cooling fans. These fans are in charge of moving cooler air over the components and removing hot air from the GPU heatsink. Typically, the fans are made to alter their speed in response to GPU temperature to maximise cooling while minimising noise.



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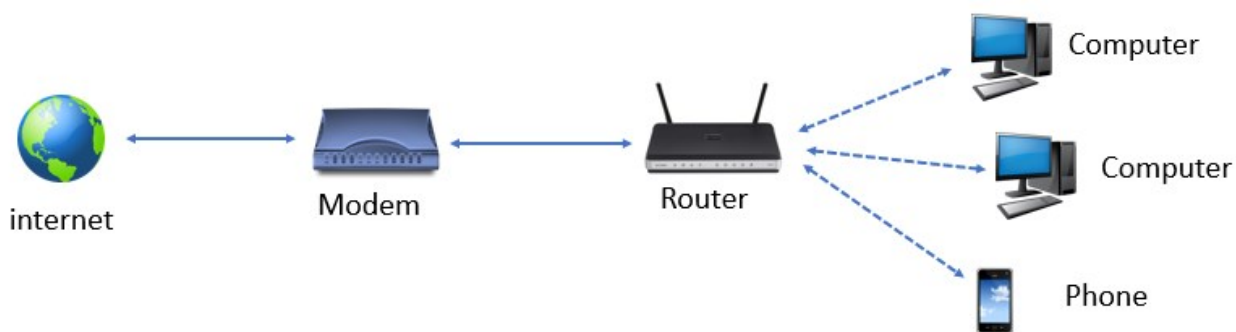
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MODEMS AND ROUTERS



Routers and modems are devices commonly used in computer networks to facilitate communication between devices and connect to the internet. While they are often used together, they serve distinct functions.



A modem is responsible for establishing and maintaining the internet connection by converting digital data to analog signals and vice versa. A router, on the other hand, manages the flow of data within a network, directing it to its destination based on network addresses.



Many modern devices, known as "modem-router combos" or "gateway devices," combine the functions of both a modem and a router in a single device. This integration simplifies home network setups, but in more complex scenarios, separate modem and router devices may be used.

NETWORKING



A Wi-Fi extender, also known as a Wi-Fi repeater or range extender, is a device designed to improve the Wi-Fi signal strength and coverage in a wireless network. It's particularly useful in situations where the Wi-Fi signal from the router doesn't reach all areas of a home or office, leading to dead zones or areas with a weak connection.

Here's how a Wi-Fi extender typically works:

1. **Signal Reception:** The Wi-Fi extender receives the existing Wi-Fi signal from the router.
2. **Amplification:** The device amplifies the received signal and retransmits it, effectively extending the coverage area.
3. **Connection:** Devices within the extended coverage area can connect to the Wi-Fi extender, which then relays data between the connected devices and the main router.



Wi-Fi extenders are a cost-effective way to address Wi-Fi coverage issues in certain situations, but it's essential to consider other options based on the specific needs of the network and the extent of coverage required.



Key points about Wi-Fi extenders:

- **Placement:** The effectiveness of a Wi-Fi extender depends on its placement. It should be positioned within the range of the existing Wi-Fi signal but close enough to the areas with poor coverage.
- **SSID (Network Name):** The extended network usually has the same SSID and password as the main network. This allows devices to seamlessly switch between the router and extender as needed.
- **Speed Reduction:** While Wi-Fi extenders can improve coverage, they may reduce the overall speed because they need to relay data between the router and connected devices.
- **Security:** It's important to secure both the main Wi-Fi network and the extended network with strong passwords and encryption to prevent unauthorized access.



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MESH WI-FI SYSTEMS

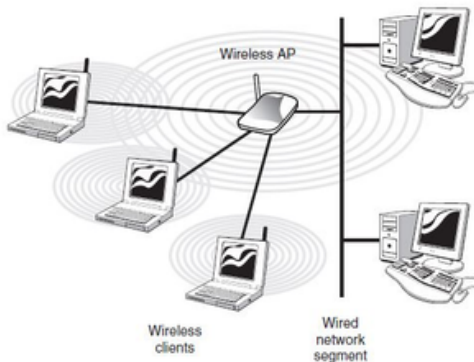


- **Improved Coverage:** Mesh systems are effective in extending Wi-Fi coverage over a larger area, eliminating dead zones and ensuring a strong signal throughout the entire space.
- **Scalability:** Mesh networks can be easily expanded by adding more nodes. This scalability makes them suitable for a variety of environments, from small apartments to large houses.
- **Seamless Roaming:** Devices connected to a mesh network can seamlessly transition from one node to another without experiencing a drop in connection quality. This is particularly beneficial in environments where mobility is important, such as homes with multiple floors.
- **Self-Healing Networks:** Mesh systems are often designed to automatically optimize the network by finding the best paths for data transmission. If one node fails or experiences interference, the system can reroute traffic through alternative nodes, maintaining a stable connection.
- **Easy Setup and Management:** Many mesh systems offer user-friendly setup processes and management interfaces. Some can be configured through mobile apps, making it easier for users to monitor and control their network.
- **Parental Controls and Security Features:** Mesh systems often include advanced features like parental controls, network prioritization, and security measures to protect against cyber threats.
- **Consistent Performance:** Mesh networks help distribute the load more evenly across multiple nodes, preventing congestion and ensuring consistent performance even in high-traffic areas.
- **Modern Design:** Some mesh systems feature aesthetically pleasing designs, making them suitable for placement in visible areas of the home.

A mesh Wi-Fi system is a network setup that uses multiple nodes or devices to create a single, seamless, and robust Wi-Fi network. This system is designed to address the limitations of traditional Wi-Fi networks, especially in larger homes or areas with challenging layouts.



ACCESS POINTS



A Wireless Access Point (WAP) is a networking hardware device that allows a Wi-Fi-enabled device to connect to a wired network using Wi-Fi. It essentially bridges the gap between a wired network and wireless devices, enabling communication between them.



- **Wireless Connectivity:** The primary function of a WAP is to provide wireless connectivity to devices such as laptops, smartphones, tablets, and other Wi-Fi-enabled gadgets. It allows these devices to connect to a local area network (LAN) or the internet without the need for physical cables.
- **Network Expansion:** WAPs are commonly used to expand the coverage of a wired network. They are strategically placed in areas where wired connections may be impractical or impossible. This is especially useful in environments where mobility is essential, such as offices, homes, airports, and public spaces.
- **Wi-Fi Access in Public Places:** In public spaces like cafes, airports, hotels, and shopping malls, WAPs are deployed to provide wireless internet access to customers and guests. Users can connect their devices to the public Wi-Fi network without the need for physical ports or cables.
- **Home Networking:** In home networks, a WAP is often integrated into a wireless router. The router combines the functions of a WAP with those of a network switch and a router. This allows multiple devices within a home to connect wirelessly to the internet and communicate with each other.
- **Business Networks:** In larger enterprises, multiple WAPs may be deployed throughout the premises to provide seamless wireless coverage. This is essential for accommodating a large number of devices and ensuring a reliable wireless connection for employees.
- **Wireless Mesh Networks:** In some scenarios, WAPs are used to create wireless mesh networks. In a mesh network, multiple WAPs work together to provide broader coverage and improve overall network performance.

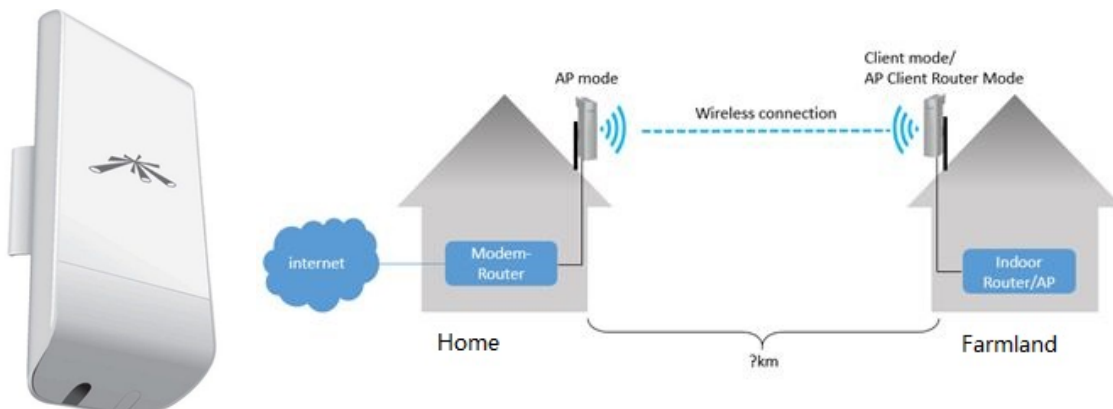
POINT TO POINT



Point-to-Point (PtP) Wi-Fi" refers to a wireless communication setup where two devices or network nodes establish a direct wireless connection between them. This type of configuration is often used to link two separate locations or networks, enabling data transmission between them without the need for physical cables.

Point to Point Networks

- **Connection Between Two Points:** In a Point-to-Point Wi-Fi setup, there are two endpoints, each equipped with a wireless device. These devices communicate directly with each other over the air, forming a dedicated link.
- **Long-Range Communication:** PtP Wi-Fi is often used for long-range communication between two locations, such as connecting buildings on a campus, establishing links between remote offices, or providing internet connectivity to a location that is not easily accessible by traditional wired means.
- **High Throughput:** PtP Wi-Fi setups can provide high data transfer rates, making them suitable for scenarios where significant amounts of data need to be transmitted between the connected points.
- **Line-of-Sight Requirement:** To establish a reliable PtP Wi-Fi link, there should be a clear line of sight between the two endpoints. Physical obstacles like buildings, trees, or hills can interfere with the signal and reduce the effectiveness of the connection.
- **Frequency Bands:** PtP Wi-Fi links typically operate in higher frequency bands, such as 5 GHz, to take advantage of less interference and higher data rates. However, the specific frequency band used may depend on regulatory considerations and local conditions.



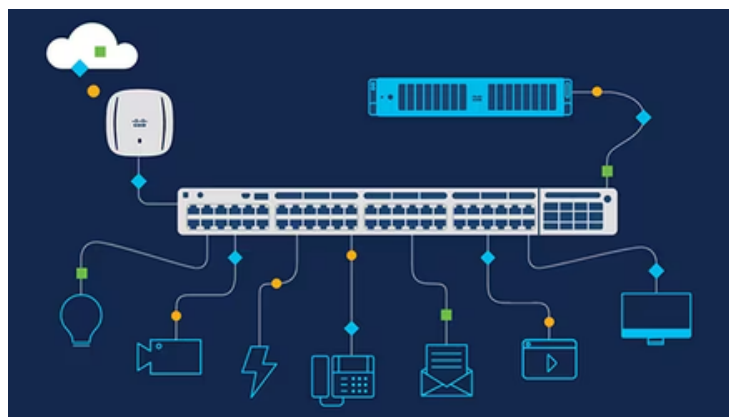
NETWORK SWITCHES

A network switch is a networking device that operates at the data link layer of the OSI (Open Systems Interconnection) model. Its primary function is to connect multiple devices within a local area network (LAN) and efficiently manage the flow of data between them. Unlike simple network hubs, which broadcast data to all connected devices, a network switch is more intelligent and can selectively send data only to the device that needs it.



Switches can be either managed or unmanaged. Unmanaged switches operate with minimal configuration and are typically plug-and-play devices. Managed switches offer advanced features like VLAN configuration, Quality of Service (QoS) settings, and remote management capabilities.

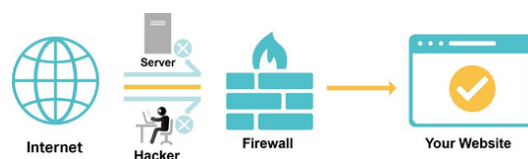
Network switches are fundamental components of modern computer networks, providing the foundation for efficient and scalable communication within local networks. They play a crucial role in improving network performance, reducing collisions, and enhancing overall data transmission reliability.



FIREWALLS

A firewall is a network security device or software that monitors and controls incoming and outgoing network traffic based on predetermined security rules. The primary purpose of a firewall is to establish a barrier between a secure internal network and untrusted external networks, such as the internet. Firewalls play a crucial role in protecting networks from unauthorized access, cyberattacks, and the spread of malicious software.

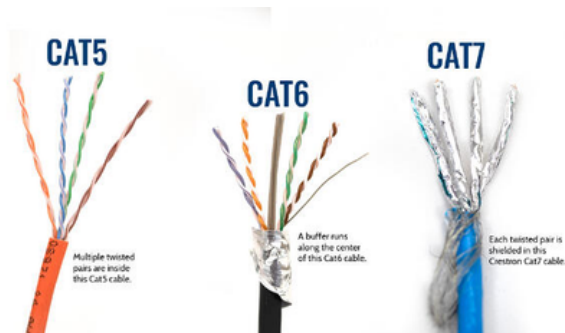
- **Packet Filtering:** Firewalls examine packets (small units of data) and filter them based on predefined rules. These rules specify whether to allow or block traffic based on factors such as source and destination IP addresses, port numbers, and the type of protocol used.
- **Stateful Inspection:** Stateful inspection, also known as dynamic packet filtering, keeps track of the state of active connections and makes decisions based on the context of the traffic. This approach is more advanced than simple packet filtering and helps prevent certain types of cyberattacks.
- **Proxy Servers:** Some firewalls act as proxy servers, intercepting and forwarding communication between a user and the internet. This helps hide the internal network structure and adds an additional layer of security.
- **Network Address Translation (NAT):** Firewalls often use NAT to mask internal IP addresses, allowing multiple devices within a network to share a single public IP address. This helps enhance security by concealing the internal network structure.
- **Application Layer Filtering:** Application layer filtering inspects and controls traffic based on the specific application or service generating the data. This allows firewalls to make more granular decisions, blocking or allowing specific applications or services.
- **Intrusion Detection and Prevention Systems (IDPS):** Some firewalls include intrusion detection and prevention capabilities. These systems monitor network and/or system activities for malicious behaviour and can take proactive measures to prevent security breaches.



NETWORK CABLES

Network cables are physical cables or wires used to connect and transmit data between various network devices, such as computers, routers, switches, and other networking hardware. These cables are a crucial component of wired computer networks, allowing for the transfer of data through electrical signals. Different types of network cables are designed for specific purposes and network architectures.

Ethernet Cable (Twisted Pair): Ethernet cables are the most common type of network cables and are widely used for wired networking. They come in various categories, such as Cat5e, Cat6, Cat6a, and Cat7, each with different specifications for data transmission speed and performance. Ethernet cables typically use twisted pairs of copper wires to reduce electromagnetic interference.



Power over Ethernet (PoE) Cable: PoE cables are Ethernet cables that deliver both data and electrical power to devices such as IP cameras, VoIP phones, and some wireless access points. This eliminates the need for a separate power source.

Power over Ethernet (PoE) injector: PoE is a device that enables the transmission of both data and electrical power over a single Ethernet cable to network devices. PoE injectors are used to power devices such as IP cameras, VoIP phones, and wireless access points, eliminating the need for a separate power source for these devices.



TYPES OF WORKSHOP REPAIRS

Our workshops are equipped with knowledgeable technicians who can diagnose and fix hardware and software problems with computers and other related devices. At Managed service solutions we specialise in repairing Desktops, Laptops, Nuc's and Macs.



Our technicians can setup wireless networks, routers and modems, troubleshoot network connectivity difficulties, and fix internet connection problems.



- **Hardware Repairs** – Repairing or changing problematic hardware parts, including motherboards, CPUs, hard drives.
- **System crashes** – Repair malware infestations, driver difficulties, and programme conflicts.
- **Installation and Upgrades** – Operating Systems such as Windows, macOS, or Linux, guaranteeing the correct installation and setup of required drivers and applications.
- **RECOVERY** – in cases of data loss due to hardware failure, accidental deletion, or software issues, Managed computer services can attempt data recovery to retrieve lost or deleted files from damaged storage devices.
- **Repair services** – We offer repair services, including fixing broken screens, replacing keyboards, repairing power jacks, resolving overheating issues, and addressing other hardware problems.



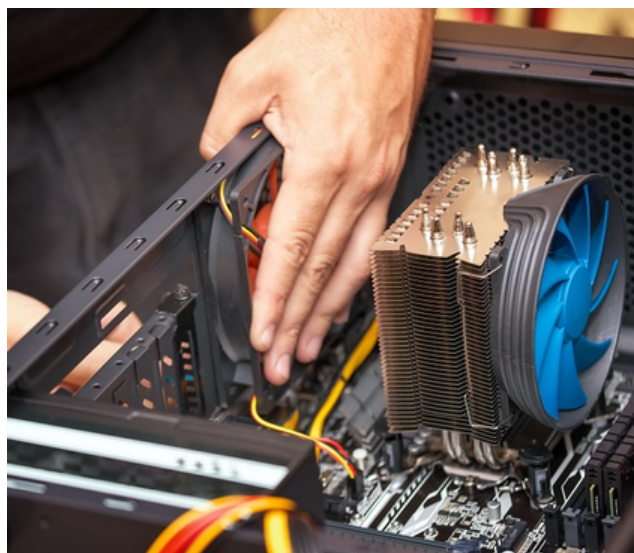
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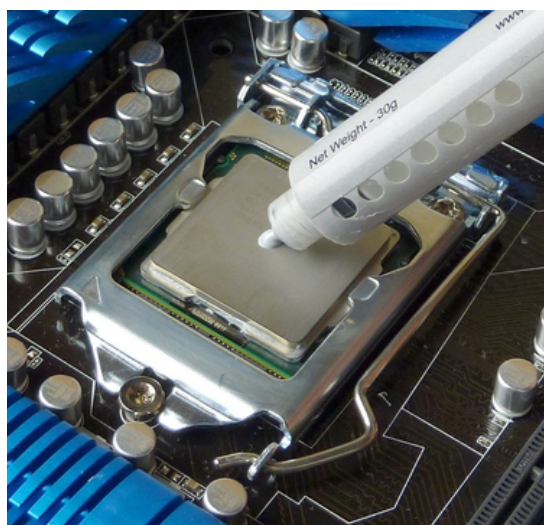
WORKSHOP

WHY GET YOUR COMPUTER SERVICED



Regular computer servicing is a proactive approach to ensure that your computer runs smoothly, lasts longer, and remains secure. The frequency of servicing may depend on the computer's age, usage patterns, and the manufacturer's recommendations.

- **Performance Optimization** – Regular servicing can help clean up your system, optimize settings, and ensure that it operates at its best.
- **Preventing Hardware Issues** – Computer servicing involves checking the hardware components for any signs of wear, dust accumulation, or malfunction.
- **Software Updates** – During servicing, the computer's operating system and software applications can be updated to the latest versions.
- **Virus and Malware Removal** – Even with an antivirus, it's still possible for malware or viruses to infect your computer. Regular servicing can include scanning and cleaning the system of any potential threats



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CHECK-UP SERVICE

CHECK-UP SERVICE

- Basic Computer Check- Up.
- Inspect and complete physical clean of device. (Includes Fans, Grill, Bearings & Heatsinks.)
- Inspect & remove unwanted temporary and spam files .
- Remove corrupt files.
- Replacement of critical files for operating system
- Full Malware Spyware and Adware Cleaning
- Full antivirus scans. (Includes deep file scans & boot sectors scans.)
- Inspect and identify back up measures for device to consult if solution is required.

WORKSHOP



COMPUTER VALUE SERVICE

VALUE SERVICE

- Includes Check-Up
- Thorough check of Windows local files to identify and diagnose any problems
- Inspection of your backups completed & advise if required of suitable software packages further ensure that you are protected in all ways
- Perform registry clean-up
- Thorough Windows Update
- Remove all unwanted software or spyware
- Thorough hard drive scanning for bad sectors or failing memory blocks SSDs some advice on the best path for reliability going forward
- Check system temperatures and voltages.
- Complimentary 12 month antivirus subscription

WORKSHOP



PREMIUM SERVICE

PREMIUM SERVICE

- Advanced computer check-ups
- A combined value at almost half the price
- Update hardware drivers making your computer's hardware on its peak capabilities
- 20 minutes with qualified team member where required
- Set up a computer Windows File history
- Backup to an external drive for customer if required
- (external drive to be provided by customer)
- Includes one year of monitoring of Antivirus log files that get an email when dangerous software is detected
- Blue screen log file inspection and remediation
- 10% discount on any external hard drives for your back up needs at time of service

WORKSHOP



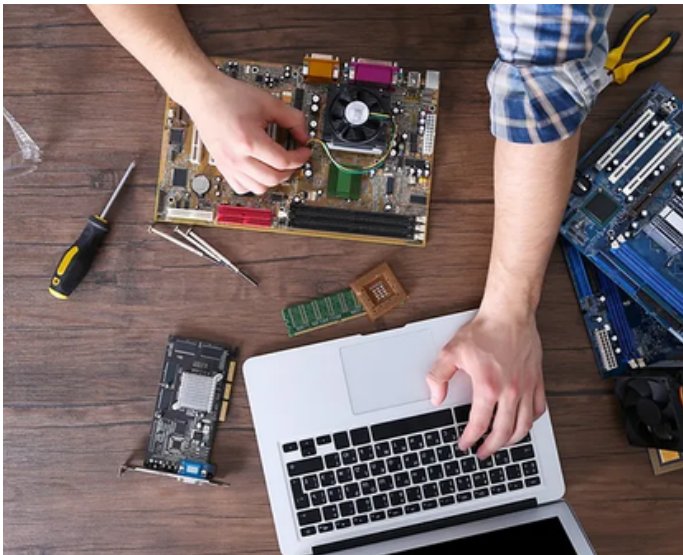
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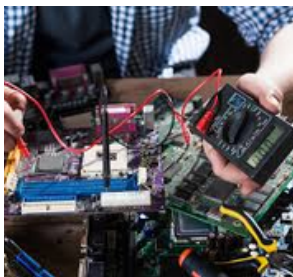


INSPECTION AND DIAGNOSTIC

WORKSHOP

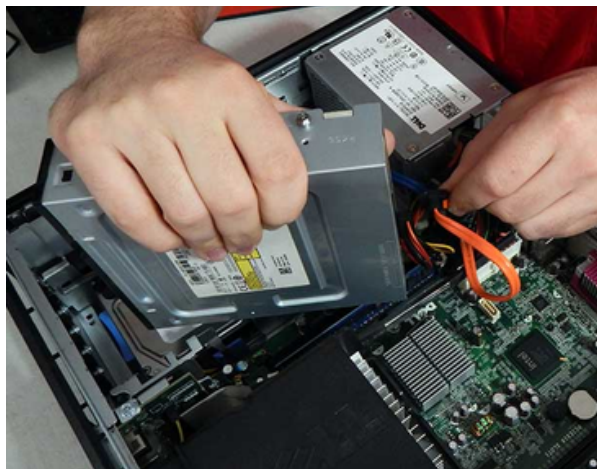


The inspection and diagnosis is our process of examining a computer system to identify any hardware or software issues and determining the cause of problems or malfunctions. There is a \$77 fee for this service. The goal of inspection and diagnosis is to identify the root cause of the problem and provide an accurate assessment for effective repair.



Our technicians use various diagnostic tools and software to perform detailed tests on the computer. These tools help identify hardware problems and malware infections.

If the issue appears to be hardware-related, the technician may perform additional tests to isolate the problem. This includes testing individual components, or using specialized tools to assess the health and performance of the hardware.



DATA TRANSFER AND CLONING

WORKSHOP

Hard drive data transfer is the process of moving data from one hard drive to another. It involves copying or transferring files, folders, and other data from the source drive to the destination drive. This can be useful in various situations, such as upgrading to a larger hard drive, replacing a faulty drive, or migrating data to a new computer.

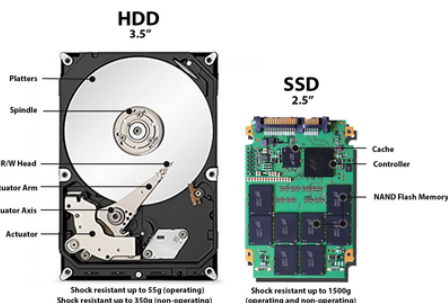


NEW COMPUTER

Have all your data transferred over to a new computer, With the same look and feel.

SAFE

Completely safe and minimal risk of losing data
Trained experts completing



UPGRADE

Upgrade from a traditional mechanical drive to a faster SSD without the risk of losing your information.



The technique of making an identical reproduction or clone of the source hard disc onto the destination drive is known as disc cloning. This approach duplicates the full disc structure, including the operating system, programs, and settings,



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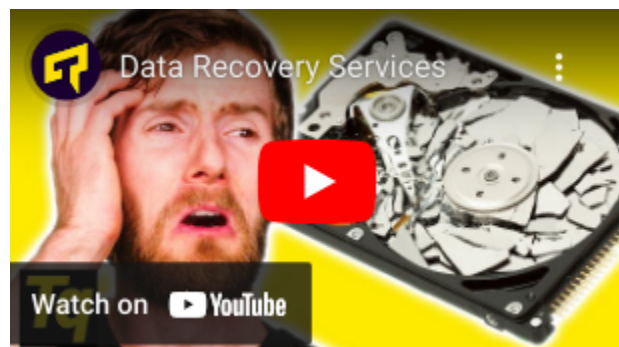
DATA RECOVERY

This process of recovering lost, destroyed, or inaccessible data from a computer hard disc. It entails the use of specialised procedures and software tools to recover data from hard discs that have been damaged, failed, or corrupted.



The first step after a hard disc failure or data loss is to assess the situation. Our Technician will examine the drive's condition, establish the source of data loss, and recommend the best recovery strategy. They may investigate the drive's physical components or its logical structure.

It is important to note that the success of hard drive data recovery is determined by a number of factors, including the amount of the damage, the source of data loss, the experience of the recovery specialists, and the timeliness of the recovery effort. It is typically advised to obtain expert assistance from us as soon as possible in order to increase the possibilities of successful recovery and minimise future data loss.



ANTI-VIRUS

- **Protection against malware** – Malware includes various types of malicious software such as viruses, worms, Trojans, spyware, ransomware, and more. These threats can infect your system, steal sensitive information, corrupt files, and disrupt your computer's functionality. Antivirus software can detect and remove these threats, keeping your system safe.
- **Safe browsing** – Antivirus software includes features that protect you while browsing the internet.



- **Updates and vulnerability protection** – Antivirus software providers regularly update their databases to stay current with new malware threats. These updates ensure that your antivirus is equipped to handle the latest types of malware.
- **Peace of mind** – Having an antivirus installed on your devices gives you peace of mind, knowing that you have an extra layer of protection against cyber threats.



- **Real-time protection** – Malware Bytes constantly monitors your system for any suspicious activity. This proactive approach helps to detect and neutralize threats as soon as they appear, minimizing the chances of infection.



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WORKSHOP

REMOTE SUPPORT

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Our remote support provides technical assistance, troubleshooting, and problem resolution to computer users or systems remotely, without the need for the technician to be physically present at the location where the support is required. It involves establishing a connection between the support technician's computer and the user's computer or system, allowing the technician to view the user's screen, control the user's computer, and perform necessary tasks to diagnose and resolve issues.



Our technician diagnoses the problem and works to resolve it remotely. This can involve various tasks, including software troubleshooting, configuration changes, software installations or updates, malware removal, or system optimizations. The technician may also provide guidance, answer questions, or offer training to the user.



ONSITE SUPPORT

WORKSHOP



At Managed Computer Solutions, we are proud to offer on site support for all our local customers. Our Onsite IT support technicians are trained to diagnose and resolve various technical issues, such as hardware failures, software malfunctions, network problems, or configuration errors. They aim to restore functionality and minimize any downtime all in the comfort of your own home.



We travel all the way to Townsville and Mackay and service everywhere in-between. We also offer a Remote Service if we are unable to physically attend the location or its a job that can be completed without being onsite.

WHY CHOOSE AN MSP

Partnering with an MSP gives organisations dependable, cost-effective, and efficient IT services, allowing them to use technology to their advantage while reducing operational difficulties.

Businesses can benefit from complete IT support and services provided by an MSP. They are capable of network monitoring, system maintenance, software upgrades, and troubleshooting. This allows businesses to concentrate on their core activities while specialists handle IT administration.

Hiring an MSP is sometimes less expensive than establishing an in-house IT department. MSPs provide variable pricing structures, such as monthly subscriptions or pay-as-you-go plans, that may be adjusted to a company's unique needs and budget. Furthermore, outsourcing IT operations to an MSP eliminates the need to invest in costly IT infrastructure and lowers employee expenses.

MSPs specialize in providing IT services and have teams of skilled professionals with extensive knowledge and experience in various technologies. They stay up to date with the latest industry trends, best practices, and security protocols, ensuring that businesses receive top-quality IT support.

As a business grows, its IT requirements may change. MSPs offer scalable solutions, allowing businesses to easily adjust their IT services based on their evolving needs. Whether it's expanding the network, adding new software, or supporting a larger user base, MSPs can provide the necessary resources and expertise.

Cybersecurity is a critical problem for all organisations. MSPs use strong security measures and industry-standard processes to safeguard their clients' IT infrastructure and data. They can monitor systems for possible threats, put in place proactive security measures, perform regular security audits, and create disaster recovery plans to minimise downtime in the event of a breach or data loss.

Outsourcing IT management to an MSP allows businesses to focus on their core competencies and strategic initiatives. By offloading IT tasks to experts, companies can allocate their resources and efforts towards areas that directly contribute to their business growth and success.





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WHAT WE OFFER

Managed Computer Solutions manage and supervise our clients' information technology infrastructure, which includes servers, networks, storage systems, and hardware. We ensure that the infrastructure is working smoothly, that performance is optimised, and that any concerns that may develop are addressed.

We monitor our clients' networks 24 hours a day, seven days a week to discover and handle any network-related issues as soon as possible. We guarantee network connectivity, diagnose network issues, and apply required upgrades or security patches.

Backup systems are set up by us to preserve our clients' essential data from loss or damage. We back up data on a regular basis to secure offsite locations and deploy recovery plans to minimise downtime in the event of data loss or system breakdown.

Managed computer solutions focus on ensuring the security of clients' IT systems. They implement robust security measures, such as firewalls, antivirus software, intrusion detection systems, and encryption, to protect against cyber threats. We also conduct security audits, vulnerability assessments, and offer ongoing security monitoring and incident response.

We manage clients' software and application environments, including installation, updates, and patches. We ensure that all software is up to date, properly licensed, and compatible with clients' systems.

We offer guidance and expertise in IT strategy and planning. We assess clients' business needs, recommend suitable technologies, and help align IT solutions with clients' overall business goals.

We facilitate the migration to and management of cloud-based solutions. They help clients leverage cloud technologies, such as Onedrive to improve scalability, flexibility, and cost efficiency.

We provide our clients with regular reports and performance metrics related to their IT infrastructure. These reports help our clients gain insights into their IT environment, track system health, and make informed decisions for future improvements.

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AUDITS AND WHY THEY ARE DONE

Managed service providers (MSPs) often conduct audits on their clients to assess various aspects of their IT infrastructure, security practices, and compliance. These audits help us to understand our clients' needs, identify areas for improvement, and ensure that the services they provide align with industry best practices.

The audit focuses on evaluating our client's IT infrastructure, including servers, network devices, storage systems, and software applications. It assesses the infrastructure's performance, capacity, scalability, and overall health to identify any weaknesses or areas that require optimization.

The security audit aims to assess the client's security posture and identify vulnerabilities, potential threats, and weaknesses in their security controls. It involves reviewing network security, access controls, firewall configurations, patch management, antivirus and anti-malware solutions, and security policies and procedures.

We may conduct compliance audits to ensure that our clients meet regulatory requirements and industry standards relevant to their business.

The audit assesses the client's backup and disaster recovery strategies and practices. It ensures that appropriate backup mechanisms are in place, data is adequately protected, and recovery plans are tested and updated regularly to minimize downtime and data loss in case of a disaster.

The audit verifies that the client's software usage is compliant with the terms and conditions of software licenses. It ensures that software licenses are appropriately managed, software installations are accounted for, and there is no unauthorized or unlicensed software in use.



An Audit focuses on analysing the performance of our client's systems and applications. It identifies bottlenecks, latency issues, and areas of improvement to enhance overall system performance and user experience.

If the client is considering migrating to the cloud or utilizing cloud services, an MSP may perform a cloud readiness audit. It evaluates the client's infrastructure, applications, security requirements, and business needs to determine their readiness for cloud adoption and recommend suitable cloud solutions.

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BRONZE PACKAGE



Bronze Priority Business Support – includes:

- Access to Same Day Service or sooner for urgent requests.
 - Access to our direct support via our VIP contact path.
 - Access to our Level 2 Business Support Engineers.
 - 24/7 system monitoring
 - Dedicated Service Manager
 - System documentation
 - Access to IT planning & consulting services.
- Access to our TWO Factor Authentication services for the ultimate in cyber safety.



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SILVER PACKAGE



Silver Priority Business Support – includes:

- Access to 4 hr response or sooner for urgent requests.
- Access to our direct support via our VIP contact path.
 - Access to our Level 2 Business Support Engineers.
 - 24/7 system monitoring
 - Dedicated Service Manager
 - System documentation
- Access to IT planning & consulting services.
- Access to our Two Factor Authentication services for the ultimate in cyber safety.



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GOLD PACKAGE



What does this package give you?...

- Access to 2 Hour VIP Service or sooner.
- Access to our direct support via our VIP contact path.
 - Access to our Level 2 Business Support Engineers.
- All your systems are monitored continually in our network operations room 24/7.
- Dedicated Service Manager for our Managed IT Clients.
- Your network & IT systems documented & catalogued.
 - Access to IT planning & consulting services.
- Access to our TWO Factor Authentication services for the ultimate in cyber safety.
- Your business is routinely audited for better ways to save money & time.

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PLATINUM PACKAGE



Platinum Priority Business Support – includes:

- Access to 1 hr response or sooner for urgent requests.
- Access to our direct support via our VIP contact path.
 - Access to our Level 2 Business Support Engineers.
 - 24/7 system monitoring
 - Dedicated Service Manager
 - System documentation
 - Access to IT planning & consulting services.
- Access to our TWO Factor Authentication services for the ultimate in cyber safety.



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PRIORITY SUPPORT AND ASSISTANCE



**Priority support and assistance is pre paid hours that covers and
Includes technical support on all included devices.**

**This includes routine maintenance, auditing & scheduled tasks to
keep all systems up to date and functioning as they should.**

**Additional Prepaid hours can be purchased to cover any
additional work that maybe required throughout the month.**

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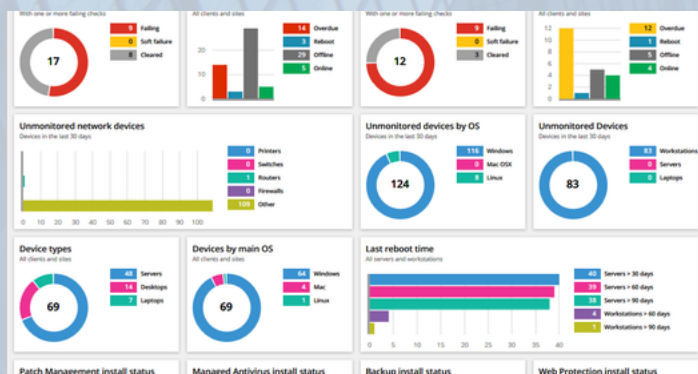
RMM TOOLS PATCH MANAGEMENT AND HARDWARE HEALTH

A Remote Monitoring and Management (RMM) tool is a software solution used by managed service providers and IT professionals to monitor, manage, and support PCs, networks, servers, and other devices from a distant location. RMM solutions provide a variety of capabilities like as proactive monitoring, automation, patch management, remote control, and reporting.

RMM tools provide continuous monitoring of important systems and devices. They may monitor a variety of characteristics, including performance indicators, resource utilisation, event logs, and network connection. This enables proactive troubleshooting and minimises downtime by identifying errors or abnormalities early on.

RMM products are built to handle large-scale deployments, thus they can manage many clients or a large number of devices. They provide a centralised dashboard or console that enables IT professionals to monitor and control all devices from a single interface, therefore reducing administrative responsibilities and increasing productivity.

The RMM application enables us to effectively remotely monitor, manage, and support IT infrastructure. It aids in the optimisation of system performance, the enhancement of security, the automation of regular processes, and the delivery of effective IT services. Businesses may cut operating expenses, increase productivity, and provide better customer service by utilising an RMM solution.



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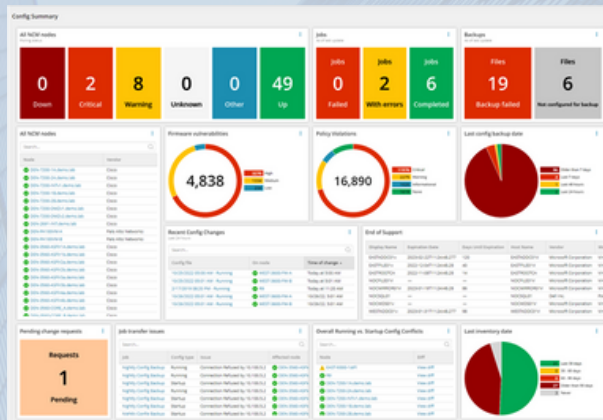


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SOLARWINDS MONITORING

SolarWinds provides an RMM platform that enables us to remotely monitor and manage the IT infrastructure of our clients. Monitoring network devices, servers, workstations, apps, and other key systems falls under this category. We can be alerted and notified of performance difficulties or prospective problems, allowing us to take proactive action and rectify issues before they affect clients.

Managed Computer Solutions use SolarWinds' automation features to automate common operations and workflows. We can write customised scripts to automate software deployments, patch management, configuration changes, and system updates. This reduces manual work, reduces human mistakes, and improves operational efficiency.



SolarWinds provides reporting and analytics tools that allow us to generate comprehensive reports on the performance, availability, and utilization of client systems. These reports can help us demonstrate the value of our services, identify areas for improvement, and make data-driven decisions to optimize client environments.

solarwinds
msp



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EMAIL SECURITY AND WHY YOU NEED IT

Email security is the collection of policies, procedures, and tools used to safeguard email communication, stop unauthorised access, data breaches, and malicious assaults on email systems. In order to ensure the confidentiality, integrity, and accessibility of sensitive information, it is essential to have a secure email infrastructure and content since email is still one of the key communication channels for organisations and individuals.

Email security solutions employ spam filters and anti-phishing mechanisms to identify and block unsolicited and potentially harmful emails. These filters use various techniques such as content analysis, blacklisting, whitelisting, sender reputation analysis, and machine learning algorithms to detect and prevent spam emails and phishing attempts.

Email security systems include antivirus and anti-malware scanners that scan incoming and outgoing emails for known viruses, malware, ransomware, and other malicious attachments or links. If a threat is detected, the email is either blocked, quarantined, or flagged for further action.

Users must be informed about recommended practises, typical email risks, and how to recognise and respond to questionable communications in order for email security to be effective. Users that regularly get security awareness training are better able to identify phishing scams, stay away from dangerous links and attachments, and report any suspicious behaviour.



Organisations may reduce the risk of email-based attacks, safeguard sensitive data, uphold regulatory compliance, and guarantee the dependability of their communication channels by putting strong email security measures in place.

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BARRACUDA EMAIL SECURITY

Barracuda Email Security is specifically designed for Managed Service Providers (MSPs). Barracuda Networks offers its email security solution to our clients, allowing us to provide enhanced email protection services.



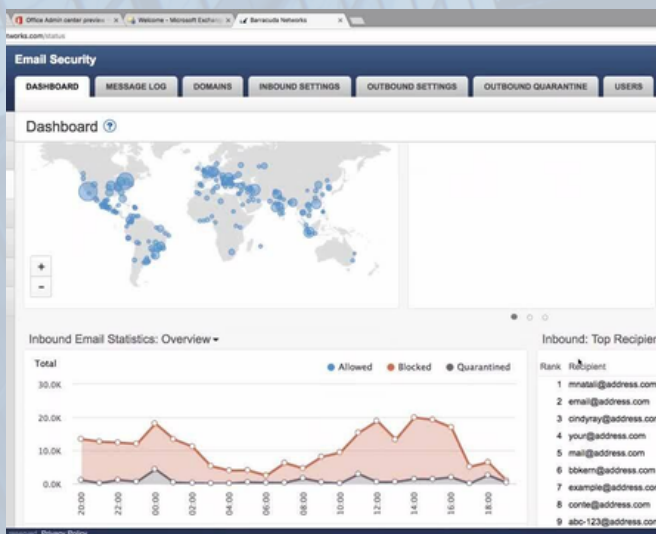
MSP Barracuda Email Security includes all the features and capabilities of Barracuda Email Security. However, it is tailored to meet the needs and requirements of MSPs who offer managed email security services to multiple clients.

Multi-tenancy is supported, allowing us to manage and protect email for several clients from a single interface. We can build unique rules, settings, and configurations for each customer to ensure segregation and personalisation.

We may centrally control the email security settings and rules for all of our clients. The system provides a uniform dashboard or management panel via which we can monitor email traffic, implement security rules, produce reports, and manage security issues across various client domains.

Barracuda Email Security has robust reporting and analytics capabilities that allow us to create extensive data on email security, threat detection, and overall system performance. We may utilise these reports to show our clients the value of their services and make data-driven decisions for improvement.

Barracuda Email Security enables us to manage email security for our clients in an efficient and effective manner, ensuring that email conversations are secured from attacks and vulnerabilities. It gives us the tools and we need to offer safe and dependable email services.



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WHY DO YOU NEED AN ANTIVIRUS

Antivirus software is an essential component of computer and network security. It is designed to detect, prevent, and remove malicious software, commonly known as malware, from computers, servers, and other devices.

Infections with malware can result in major security lapses and endanger critical data. By identifying and eliminating malware that may steal or modify data, such as login passwords, financial information, or intellectual property, antivirus software helps protect personal and company information. Antivirus software aids in preserving the confidentiality and integrity of system resources and data by preventing malware assaults.

The machine is always being watched by antivirus software for any strange activity or files that could be malware. Malware attempts to run or change system files, registry entries, or crucial programmes can be found with this tool. Antivirus software can respond quickly to new threats thanks to real-time monitoring and detection, which helps to reduce the potential harm that malware might do.



To remain ahead of new and emerging dangers, antivirus software providers regularly update their products. These updates improve the capacity of the antivirus software to recognise and defend against the most recent malware threats. They contain virus definition databases, security patches, and behavioural algorithms. The antivirus program's effectiveness against the constantly changing world of malware is ensured by routine upgrades.

While antivirus software is an essential security tool, it is important to note that it should be used in conjunction with other security measures, such as regular operating system and application updates, strong passwords, and user awareness training. A multi-layered approach to security helps provide comprehensive protection against a wide range of threats.



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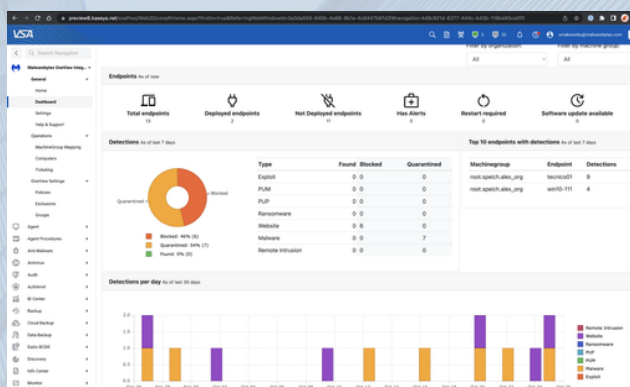


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MALWAREBYTES ANTIVIRUS

Malwarebytes is anti-malware and antivirus software that detects, removes, and protects against numerous sorts of malware threats. Its efficiency in countering malware is highly recognised and regarded in the cybersecurity field.

Malwarebytes detects and removes a wide range of malware, including viruses, worms, Trojans, ransomware, spyware, adware, and potentially unwanted programmes (PUPs). It identifies both known and upcoming threats by combining signature-based and behavior-based detection approaches.



Malwarebytes is well-known for its quick scanning speed while retaining high accuracy. It provides both rapid scans that target often infected regions and complete system scans that thoroughly examine all files and processes. The efficient scanning engine guarantees that scans are finished promptly without affecting system performance considerably.

It's important to note that while Malwarebytes is highly regarded, no antivirus software can guarantee 100% protection against all threats. It is always recommended to combine multiple layers of security, such as using a reputable antivirus, practicing safe browsing habits, keeping your operating system and software up to date, and regularly backing up your important data.



Malwarebytes delivers real-time security by continually monitoring system activities and processes in order to detect and prevent harmful behaviour. It actively inhibits malware from executing or infecting the system, assisting in real-time threat protection for your computer.



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WHY DO YOU NEED PASSWORD MANAGEMENT



By utilizing a password manager, you can significantly improve the security of your online accounts while also simplifying the management of your credentials. It's an essential tool in today's digital landscape where the number of online accounts continues to grow, and security threats are ever-present.

1. **Stronger Passwords:** Password managers generate and store complex, unique passwords for each of your accounts.
2. **Avoiding Password Reuse:** Many people reuse passwords across multiple accounts, which poses a significant security risk.
3. **Convenience:** With a password manager, you only need to remember one master password.
4. **Security against Phishing:** Password managers often integrate with web browsers and can detect phishing sites.
5. **Encrypted Storage:** Password managers store your login details in encrypted form, adding an extra layer of security.
6. **Password Generation:** Password managers can generate strong, random passwords for you.
7. **Centralised Management:** You can manage all your passwords in one central location, making it easier to update or change them as needed.
8. **Cross-Device Synchronisation:** Password managers often sync across multiple devices, ensuring that you have access to your passwords wherever you go.
9. **Secure Sharing:** Some password managers allow you to securely share passwords with trusted individuals without revealing the actual password.



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PASSPORTAL PASSWORD MANAGEMENT

The extensive features of Passportal places it among the top commercial password management applications available today.

Additionally, Passportal has a very safe password generator. You can even set it up to change many passwords at once. It allows you to establish unique passwords as needed.

By making the process of using strong passwords easier, password managers are essential tools that may help you stay safe online and improve your level of digital security. They're also simpler to operate than you may imagine.

Passportal

STANDARD PASSPORTAL PASSWORD MANAGEMENT

Password Management System. Used for our Managed IT Services clients. Passportal is a secure database where we store all known IT passwords in. We can provide you an export of all items if ever you need. Passportal gives everyone peace of mind.

PREMIUM PASSPORTAL PASSWORD MANAGEMENT

Premium password Management System. Full Transparent access to our password & systems management. Your own login for saving your own passwords & being able to view & change all your own passwords that are under our mutual control.

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BENEFITS OF MICROSOFT 365

We offer services specifically tailored to Microsoft 365, formerly known as Office 365. Microsoft 365 is a suite of cloud-based productivity tools and services offered by Microsoft, which includes popular applications like Word, Excel, PowerPoint, Outlook, and more.

Managed Computer Solutions provides a range of services to help businesses effectively utilize and manage their Microsoft 365 environment.

We assist businesses in migrating their existing infrastructure or email systems to Microsoft 365. We plan and execute the migration process, ensuring a smooth transition while minimizing disruptions.

We help configure Microsoft 365 according to the specific needs of the business. This includes setting up user accounts, email configurations, security settings, and other aspects of the Microsoft 365 environment.

We provide user support for Microsoft 365 applications, assisting employees with technical issues, troubleshooting, and training. We offer guidance on how to effectively use Microsoft 365 tools and features to improve productivity.

Managed Computer Solutions implement security measures and best practices to protect the Microsoft 365 environment. We set up security features such as multi-factor authentication, data loss prevention, and encryption. We also ensure compliance with relevant regulations and industry standards.

We offer backup and recovery services for Microsoft 365 data. Also implement backup solutions to protect critical data and ensure quick recovery in case of accidental deletion, data corruption, or system failures.



We help businesses manage their Microsoft 365 licenses effectively. They ensure proper licensing compliance, optimize license allocations based on user needs, and assist with license renewals or upgrades.

We help businesses leverage the collaboration and productivity features of Microsoft 365. We assist in setting up shared mailboxes, SharePoint sites, Teams, and other collaboration tools, enabling efficient communication and collaboration within the organization.



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365 BUSINESS STANDARD

- Get desktop versions of Microsoft 365 apps, including Outlook, Word, Excel, PowerPoint, and OneNote (plus Access and Publisher for PC only).
- Host email with a 50 GB mailbox and custom email domain.
- Create a hub for teamwork to connect people using Microsoft Teams.
- Store and share files with 1 TB of OneDrive cloud storage per user.
- Use one license to cover fully installed Microsoft 365 apps on five mobile devices, five tablets, and five PCs or Macs per user.
- Get help anytime with around-the-clock phone and web support from Microsoft.



365 BUSINESS PREMIUM



- Stay up to date with the latest versions of Word, Excel, PowerPoint, and other Microsoft 365 apps.
- Connect with customers and coworkers using Outlook, Exchange, and Microsoft Teams.
- Manage your files from anywhere with 1 TB of cloud storage on OneDrive per user.
- Defend your business against advanced cyberthreats with sophisticated phishing and ransomware protection.
- Control access to sensitive information using encryption to help keep data from being accidentally shared.
- Secure devices that connect to your data and help keep iOS, Android, Windows, and MacOS devices safe and up to date

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WHY USE MICROSOFT EXCHANGE

Microsoft 365 Exchange Online offers organizations a convenient and feature-rich email solution with the benefits of cloud-based infrastructure. It eliminates the need for maintaining on-premises email servers, reduces administrative overhead, and provides flexible access to email and collaboration tools.

Exchange Online offers companies branded email accounts with their own domain names. It provides a strong and feature-rich email service with abundant inbox storage, attachment capability, and built-in spam screening.

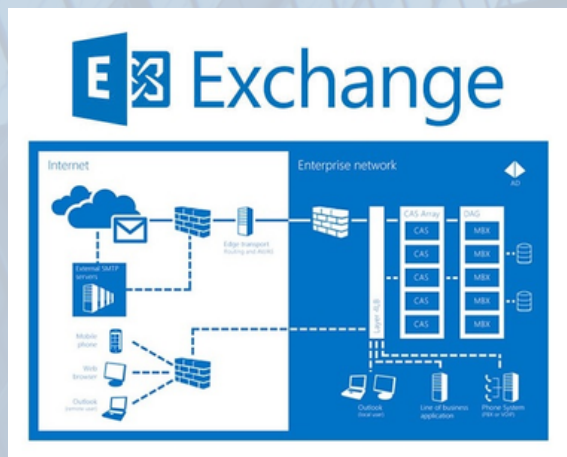
Users are able to manage their calendars, set up meetings, and communicate their availability to coworkers. To promote effective teamwork and scheduling, Exchange Online includes functions including meeting invites, room reservations, resource management, and shared calendars.



Exchange Online is made to be accessed from a variety of gadgets, including laptops, smartphones, tablets, and desktop PCs. Using software or web browsers that work with several platforms, users may access their email, calendars, and contacts while on the road.

Office apps, Teams, and SharePoint are just a few of the Microsoft 365 services that Exchange easily connects with. Enhanced collaboration, document sharing, and unified communication are all made possible by this connection.

Exchange Online benefits from the scalability and dependability of Microsoft's cloud infrastructure. Because the service is housed in Microsoft's data centres, high availability, disaster recovery, and automated upgrades are all guaranteed without the need for businesses to operate their own email servers.



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DOMAIN REGISTRATION AND DOMAIN HOSTING



The specific internet address of a website is referred to as a domain. It is the portion of an Internet address (URL) that users type into their web browser to visit a website. The domain "example.com" is used in URLs like "www.example.com," for instance. On the internet, websites are identified and located using domains.



Web hosting, refers to the service that enables individuals and organizations to make their websites accessible on the internet. Web hosting providers allocate server space and resources to store website files, databases, and other content, ensuring that the website is available for visitors to access 24/7. When someone enters a domain into their browser, the web hosting server delivers the website's files and data to the user's device, allowing them to view the website.

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WHY HAVE DATA BACKUPS

We work with clients to understand their data backup requirements, including the frequency of backups, retention periods, and recovery time objectives and recovery point objectives. We design a backup strategy tailored to meet these specific needs.

We implement backup solutions to protect our clients' data. This typically involves deploying backup software or leveraging cloud-based backup services. We ensure that data from various sources, such as servers, workstations, databases, and applications, is regularly backed up and securely stored.

We often store backup data in offsite locations or utilize cloud-based backup services. This provides an additional layer of protection against local disasters, such as fires, floods, or hardware failures. Offsite or cloud backups enable data recovery in case of on-premises infrastructure failures.



In the event of data loss or system failures, Managed Computer Solutions assist our clients with data restoration and recovery. We have processes and tools in place to retrieve backed-up data and restore it to our client's systems. We ensure that the recovery process is efficient and minimizes downtime for our client's.

We pay close attention to the security and compliance aspects of backup services. We employ encryption techniques to protect backed-up data and ensure that data privacy regulations and industry compliance requirements are all met. This includes handling sensitive data securely and adhering to applicable regulations.

We work with clients to develop comprehensive disaster recovery plans. These plans outline the steps to be taken in the event of a major data loss or system failure. We help clients establish recovery priorities, determine recovery time objectives, and implement strategies to restore operations quickly.



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LOCAL BACKUP'S



Local backups involve creating copies of data from a primary system and storing them on local devices, such as external hard drives, network-attached storage (NAS), or local servers.

Local backups offer the advantage of quick access to data for restoration and are not reliant on internet speed. However, they are susceptible to risks such as physical disasters affecting the local site. To mitigate this risk, some organizations combine local backups with offsite or cloud-based backups to ensure comprehensive data protection.



- **Selection of Data:** Users or administrators decide which data to include in the backup.
- **Backup Schedule:** A backup schedule is established to determine how often backups occur.
- **Backup Software:** Backup software is employed to facilitate the backup process. This software manages the copying of data, ensuring that it is transferred accurately and efficiently.
- **Initiation of Backup:** The backup process is initiated manually or automatically according to the established schedule.
- **Storage Destination:** The backup data is stored on local devices, such as external hard drives or network-attached storage.
- **Incremental or Full Backups:** Depending on the chosen backup strategy, the backup process may involve creating incremental backups (copying only changed data since the last backup) or full backups (copying all selected data).
- **Retention Policies:** Organizations or individuals may establish retention policies that dictate how long backup copies are retained.
- **Restoration:** In the event of data loss or system failure, the backed-up data can be restored from the local backup.

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MCS TAILORED BACKUP SOLUTIONS

Cloud backups provide data security even in the event of hardware failures or natural catastrophes by keeping your data in our data centre. Cloud backups make it simple to retrieve data from any location that has internet access, facilitating easy data retrieval and collaboration. Your data may also be accessible physically when you have data stored on our local servers, which is a benefit.



- **LOCAL STORAGE** – Your data does not leave the Whitsundays
- **LOCAL RECOVERY** – We can recover your entire business onto a loaner server, or a USB Hard drive—in minutes.
- **FAST RECOVERY FOR BUSINESS'S** – We can re-instate those missing business files right back onto your work PC in seconds.
- **SECURE STORAGE** – Our Datacentre is behind many layers of physical security with digital access controls with only select IT engineers having access.
- **SECURE DATA TRANSPORT** – From the moment your data leaves your devices it is 100% encrypted for its entire journey & storage.

Data protection is regular and consistent and is made possible through automatic and scheduled backups, which lower the risk of human error-related data loss. Cloud backups also provide effective disaster recovery by providing off-site data copies and are scalable, enabling customers to modify storage capacity in accordance with business demands.

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**MANAGED
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CLOUD BACKUP'S



Cloud backups provide data security even in the event of hardware failures or natural catastrophes by keeping your data in our data centre. Cloud backups make it simple to retrieve data from any location that has internet access, facilitating easy data retrieval and collaboration. Your data may also be accessible physically when you have data stored on our local servers, which is a benefit.



Cloud backups offer numerous advantages that make them an attractive and reliable solution for data storage and protection. Firstly, cloud backups provide data redundancy by storing your data in multiple geographically dispersed data centers, ensuring data safety even in the face of hardware failures or disasters. Secondly, cloud backups grant easy data accessibility from anywhere with an internet connection, enabling seamless data retrieval and collaboration. Thirdly, automatic and scheduled backups reduce the risk of data loss due to human error, ensuring regular and consistent data protection. Additionally, cloud backups are scalable, allowing users to adjust storage capacity according to their needs, and they facilitate efficient disaster recovery by providing off-site data copies. With advanced security measures, including data encryption during transmission and storage, cloud backups ensure data remains confidential and protected. Moreover, they offer versioning and file history features, enabling easy recovery of previous file versions and deleted data.

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WHY USE A VPN AND WHAT IS IT FOR

Using a VPN on public networks provides businesses with an essential security measure, protecting sensitive information, maintaining privacy, and reducing the risk of data breaches or unauthorized access. It is a valuable tool for maintaining the integrity and security of a business's network and data, especially when employees need to connect remotely or access resources outside of the company's premises.

Public networks, such as those found in coffee shops, airports, and hotels, are typically insecure and exposed to a variety of cyber attacks. All data transported between the business's devices and the internet is encrypted and secured when utilising a VPN, preventing unauthorised access, data breaches, or eavesdropping.

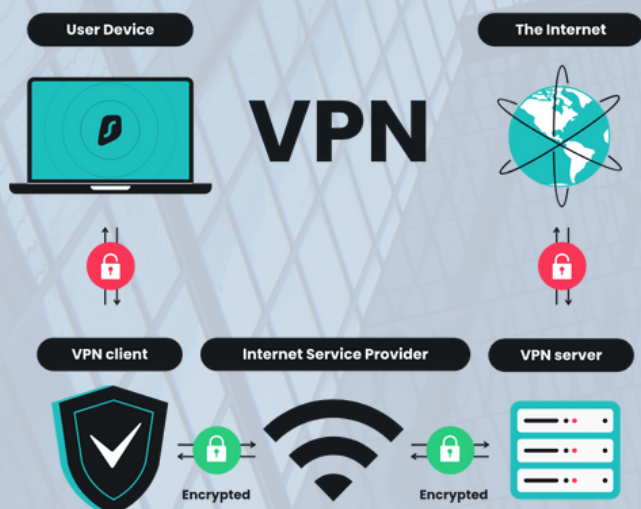
Customers' data, financial records, and proprietary information are all examples of sensitive and secret information that businesses frequently deal with. This information can be intercepted by malevolent parties when linked to a public network. A VPN encrypts all data transferred over the network, offering an extra degree of security.



Employees frequently need to access company resources and systems while utilising public networks, thanks to the development of remote work. A VPN establishes a secure connection between the employee's device and the company's network, allowing them to access internal resources while protecting critical data from potential threats.

Public networks are susceptible to network sniffing, where attackers capture and analyze network traffic to extract valuable information. By using a VPN, all data transmitted is encrypted and remains hidden from prying eyes, reducing the risk of data leakage.

Many businesses operate in industries that have strict data protection regulations, such as healthcare, finance, or legal sectors. By implementing a VPN, businesses can ensure compliance with these regulations by securing data transmission and protecting customer privacy.



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