

how to look good: connecting good
people with good people

myrtec




WHY YOU SHOULD REFER

Giving referrals demonstrates to your customers that you genuinely care about their business and continued success.

It never hurts to get a second opinion. Why?

Because one of two things may happen:

- a)** They will be offered a better deal from a new service provider, or,
- b)** They can take this new deal back to their incumbent and ask them to match.

Either way, it's a win-win.

It's important to note that when we say a 'better deal' we aren't just referring to price. Cost savings are great, but we all know that the best isn't always the cheapest. Compare the quality of communication, responsiveness, and what the SLAs are.

When you are the person who connects two businesses, it makes YOU look good. Connect good people with good people and reap the rewards.

Want to look good but not sure where to start? Check out our

REFERRAL EMAIL TEMPLATE

To Your connections

Subject Managed IT Newcastle

We know that lots of businesses are looking for areas to create some room in their budget at the minute.

One area that likely has room for improvement is IT services, particularly for those on a fixed fee managed service agreement.

Moving to a pay-by-consumption model for your Managed IT might benefit you. I know Myrtec (IT company here in Newcastle) has no fixed fees on their agreements, nor offers lock-in contracts.

Apart from the cost side of things, Myrtec also has a reputation for exceptional customer service and giving back to the community.

We think they'd be a good fit for your business, so if you are interested in finding out more about Myrtec, you can contact them at hi@myrt.ec and they will ask for a few details to put together a proposal for you.

What's great about this is that it should be a win-win: you can either make the switch to Myrtec to cut costs or take their proposal to your incumbent and ask them to be more flexible.

We hope you find this information helpful and look forward to hearing about your successful outcome.

Thank you,



hi@myrt.ec



02 9146 6330

myrtec
The Myrtec logo consists of the word "myrtec" in a lowercase, sans-serif font. Below the text is a graphic of several overlapping circles in shades of green and yellow, arranged in a pattern that suggests a network or a cluster of data points.

How FLEX Managed IT Works

At Myrtec, we have taken the traditional methods of delivering Managed IT, crumpled them up and tossed them aside.

Introducing... the Myrtec **FLEX Agreement**.

Our agreement is called FLEX, because, you guessed it, it's flexible.

But what is so flexible about FLEX? FLEX is an alternative to traditional fixed-fee Managed IT.

FLEX is for businesses that are looking for something commitment-free but still want the safety net you get from long-term (or lock-in) Managed IT.

THINK OF FLEX LIKE YOUR WATER BILL

Your water bill is typically broken into two parts:

Part one: Connection fee.

Part two: Consumption per litre.

If you wouldn't be happy paying the same water bill as your neighbour, why would you pay the same fixed rate for your Managed IT as the business next door?

More About FLEX

We designed FLEX with scalability in mind. This means it is suited to start-ups and small businesses to organisations with up to 200 employees.

FLEX has no onboarding fee, and a typical cutover takes less than a day with no business interruption.

Part one – Myrtec Agent

Think of this part as your connection fee.

Just like every other Managed IT provider, we will install our proactive management agent on every device you want to be included in your FLEX Agreement. We will assume total responsibility for each device with our agent installed.

Included with the Myrtec Agent, you'll receive:

- Management and deployment of operating system updates
- Verification of device compliancy and deployment
- Automatic deployment of common software packages to devices
- Reports on device hardware and software
- Monitoring and remediation of common device issues

Part two – Help Desk

Think of this part as your consumption per litre.

When you need IT support, we will be there.

When you contact us for assistance we will ask for your consent to log into your device.

Once you've accepted, we can screen share with you using the Myrtec Agent and solve any issues remotely (AKA no waiting around for IT to get to your office!).

We will only ever charge you for the amount of help desk support consumed. There are no exclusions to the type of IT help desk support that you can request.

Our support time is discounted automatically by volume, so the more support time you consume, the lower the hourly rate.

If you haven't consumed any help desk support in a month, then you don't pay.



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The Myrtec logo graphic consists of three green circles of varying sizes arranged in a slight arc below the company name.

FLEX CASE STUDY

Bowd are lawyers who solve law firm problems and make legal practice easier. They are a legal resourcing firm that finds perfect-fit lawyers, or even teams of people, to assist leading law firms across Australia.

Business expansion meant that Bowd has reached a point where IT requirements became a distraction from core business.

When Bowd went searching for a local IT provider that could accommodate the needs of their staff, they discovered many vendors offered fixed-fee pricing models for IT services that are designed to cater for services far beyond the needs and price point of most small businesses.

This market analysis made it apparent that most IT providers do not offer flexible Managed IT agreements that are catered to SMEs.

This was until they found Myrtec, who despite being located in a different state, offered unparalleled flexibility and competitive pricing. Myrtec was also willing to familiarise themselves with business-specific applications rather than just the technology they were used to supporting. These factors were the catalyst for Bowd to select Myrtec as their preferred managed services IT provider.

"It's the peace of mind knowing that you're there in the background, keeping our systems safe and running efficiently, as well as being there for us when we need 1-on-1 tech support. Without this support, we wouldn't be able to assist our clients the way we do."

-Charlotte Lane, Executive Assistant to the CEO at Bowd



Since becoming a Myrtec customer, Bowd has almost doubled in size. Myrtec has helped them facilitate this growth by designing a scalable technology strategy and providing them with any IT support and training they need.

What the team at Bowd say they love the most about Myrtec is the comfort of knowing there is IT help available when it's needed, which is not costing the earth. They say it's great to have an affordable cost of entry with no onboarding fee or fixed-term contracts, unlimited access to their non-technical account manager and services fees that are scalable to the size of their organisation.

SCAN ME to find out more about FLEX and use our cost-savings estimator.



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