

# MANAGED SERVICES

Greenbox has a unique, innovative and fresh approach to Managed Services; delivering consistent, superior outcomes.



**10,000m<sup>2</sup>**  
warehousing

**20 x ISO**  
Accreditations



**50,000+**



harddrives  
wiped

**550,000+**  
services provided



**500,000+**  
deployments



**100%**  
ewaste diverted  
from landfill

**4 x R2**  
Accreditations  
with 5th on the way



Responsible™  
Recycling



all four of our Australian  
operations are now  
**Carbon Neutral**



## Greenbox Managed Services. Maximum benefit, Minimum impact.

*Doug Pass*

Head of Managed Services



**Welcome to Greenbox,  
where we believe in eliminating the physical impact of technology.  
At Greenbox our credentials meet defence standards, our capacity is trans-Tasman,  
and our performance is proven.**

Our Managed Services portfolio covers on-site installation, deinstallation, auditing, warranty and non warranty repairs, pre-deployment, connected configuration, deployment, data centres and secure warehouse facilities guaranteeing your business data security from start to finish.

## OUR TEAM.

**With 100+ employees across Australia and New Zealand, Greenbox is well placed to meet your businesses needs.**

Greenbox can supply skilled IT personnel to support your resourcing shortfalls or peak requirements to get you through those times where you have a project obligation, do not quite have either the number of personnel or skill set required to get the job done right.

### PROJECT MANAGERS

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Our experienced team of Project Managers provide our customers with a single point of contact, with accountability and quality management all the way through the project. We are flexible and work with our customers to design solutions to meet their specific needs. The team is well experienced with ICT Deployment and managing the end to end lifecycle - we'll take care of everything including scheduling, staffing and logistics; on time, and on budget.

### LEVEL 1 TECHNICIANS

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Our Level 1 Technicians are trained to gather and analyze information about the user's issue and determines the best way to resolve their problem, our Level 1 Techs are familiar with most technology products. The team can lift, box/un-box, move, dispose of equipment, packing material and other related items.

### LEVEL 2 TECHNICIANS

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Our experienced Client Deployment Technicians are knowledgeable in client operating system environments. Level 2 Technicians are able to comprehend and follow verbal and written technical instructions and scripts as well as providing desk side support in the isolation of problems.

### LEVEL 3 TECHNICIANS

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3+ years verified employment experience in supporting client systems, servicing, and deploying computer equipment. Prior experience utilizing data and settings migration, imaging, application installation, and technologies. Proven customer service background. Able to comprehend and follow verbal and written instructions and scripts. Qualified resources should have A+ certification or equivalent skill set. Certification in various hardware platforms may optionally be required for servicing hardware issues.

# SERVICES.

We partner with our clients and develop strategies to drive more value out of their IT budget, at every stage of the managed services lifecycle.



## PRE-DEPLOYMENT

We configure new equipment to your business's specifications in our state-of-the-art, highly secure warehouses, ensuring they're pre-tested and business ready.



## DEPLOYMENT

Our fleet of vehicles are ready to deliver your assets whenever it suits your business – even if that means after hours or on weekends. We then seamlessly install everything – without leaving a trace of packaging.



## WARRANTY & NON WARRANTY REPAIRS

We facilitate equipment hot swap exchange services customized to suit client requirements. Greenbox arranges repair of the faulty machine providing end user with less down time



## STAFF AUGMENTATION

Greenbox can supply skilled IT personnel to support your resourcing shortfalls or peak requirements. at any level. Greenbox have 100+ staff across Australia and New Zealand.



## SECURE SERVER ROOM

By adding your system management software to our secure facilities, you maintain real-time control via VPN, allowing you to complete configuration tasks.



## SECURE WAREHOUSING

Secure defence rated facilities conveniently located for forward and reverse logistics, storage, imaging, pre-deployment services. ommoloratur.



## DATA CENTRES

Greenbox has experience in provision of Data Centre critical equipment installation, removal, and relocations. We understand the requirements of data centre logistics and work with you and your data centre management team to provide the best end result.



## WHITE GLOVE

This invaluable cloud service enables us to pre-install all of your applications easily and securely ahead of time – without any of your IT staff needing to physically handle any devices.



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