welcome to pit stop technologies

contents

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pitstop
TECHNOLOGIES
REAL PEOPLE, REAL SOLUTIONS

business capability statement

About Us

Pit Stop Technologies values relationships with our clients. A key differentiator of our business is that our service is very personal in this way.
It's the "PIT STOP WAY".

We believe that there is no competitor that will provide IT services with the same amount of care and quality in which our team do.

Pit Stop Technologies provides bespoke IT Solutions, Managed Services and Strategic Technology Consulting.

We are committed to best in class digital solutions and technical resources for small-medium business customers, government bodies, not-for-profit and large corporate bodies.

Through our industry leading service delivery we help organisations proactively leverage technology so they can focus on achieving their goals.

Core Competencies

Cyber Security
- System Risk Assessment
- Vulnerability Scanning
- Managed Prevention, Detection & Response

Managed Services
- 24/7 Device Monitoring and Management
- Helpdesk Support
- Network Infrastructure Management
- Cloud Management Optimisation

Technology
- Communications & Internet Connectivity
- Procurement
- Cloud Based Computing Services
- Infrastructure, Network Design and Implementation
- System & Data Backups
- Cyber Security
- Data/Disaster Recovery

Consulting
- Assessments Planning and System Optimisation
- IT Roadmaps and Budgeting
- Risk Assessment
- Business Continuity and Disaster Recovery
- Business Resiliency
- Cyber Security Audits

Differentiators

- Our People
- Locally owned ICT provider with over 25 years of technology expertise in the private and public sector
- Service oriented, offering bespoke, exceptional client relationship management
- Flexible and customised solutions

Our Partners

LastPass • • • | Microsoft Azure   veeAM   THREATLOCKER   Adobe   cisco Meraki

Apple   OneDrive   CISCO DUO   hp   Microsoft Surface   SharePoint   FUJI XEROX

UBIQUITI NETWORKS   Lenovo   SentinelOne   Yealink   Microsoft 365   TREND MICRO

pitstop TECHNOLOGIES

about us

the pit stop way

Pit Stop Technologies is a locally, South Australian owned ICT Provider with over 25 years of IT expertise in the Private and Public Sector.

"Pit Stop" was established by the Founding Directors over 10 years ago and is always adding to the team of skilled technicians. The majority of our team work and live with their families on the Yorke Peninsula, SA and are supported by satellite offices in Adelaide and Clare.

We are committed to Best in Class Digital Solutions and Technical Resources for Small-Medium Business Customers, Government Bodies, Not-For-Profit and large Corporate Bodies.

Through our Industry Leading Service Delivery we help organisations proactively leverage Technology so they can focus on achieving their goals. We believe that there is no competitor that will provide IT services with the same amount of care and quality in which our team do. Our business continues to grow year after year based on our reputation. Nothing is too hard, or too far.

Pit Stop Technologies values relationships with our clients. It is a key differentiator of our business. We are people, people and our service is very personal in this way- It's the Pit Stop Way!

The experts at Pit Stop Technologies stay ahead on the changes in IT to ensure we consistently provide our clients with the best solutions to maximize their efficiency, increase profitability, communicate effectively, and become the market leader in their respective industry.

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service overview
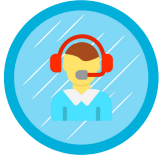
helpdesk

We offer a service experience that delivers results with Helpdesk Support entirely based in South Australia, including remote, onsite and flexible support options.

Our Remote Support on our website and email support are proactively monitored. One of our friendly Pit Stop team members is always available to help our valued clients with their IT needs so they can receive a speedy resolution.

Our dedicated Helpdesk is more than just people answering the phones. It's an entire suite of services, people, processes and systems that, when all used together, provides organisations with best practice, industry focused professional IT Management.

We provide an IT resource and escalation point, working on the backend of the business to free up internal IT staff.

cyber security

As part of our ongoing commitment to secure computing, we go above and beyond to communicate with our clients about new threats, solutions and best practice recommendations.

Pit Stop Technologies are constantly working to ensure our customers are as safe and secure as possible. We are often in contact with business owners and key authorised personnel regarding any items that may be in the best interests of the organisation.

We pride ourselves on innovating in all aspects of IT, including Security and Service Delivery. Our dedicated Cyber Security team perform ongoing Audit and Threat Scanning to ensure any risks are identified and remediated as required.

backup and disaster recovery

Protecting your Data is pivotal to all Organisations. We can tailor a plan to ensure all your Critical Data is Backed Up and if disaster strikes it can be recovered. Our services monitor your backups and ensures your data is protected at all times and in the case of a disaster, ensures that you have the ability to rapidly recover with minimal disruption to your business operations.

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service overview

proactive monitoring

At Pit Stop Technologies, we utilise Remote Monitoring, Support and Control Software. The "Pit Stop Agent" software works by allowing us to remotely access and monitor all systems under your Managed Services Agreement. This allows us to keep all your IT systems updated and access users devices remotely whilst automatically detecting potential failures.
Remote monitoring gives us the data and capabilities we need to ensure we are delivering the highest level of response and maintenance as needed for your organisation.

cloud based computing services

Pit Stop Technologies has extensive experience in Cloud and Hybrid-Cloud based technologies and can tailor a solution that best meets your business needs.
Cloud Services allows technology to evolve and scale with your business.
The Pit Stop team will help you select the right Cloud Services that align with your business to ensure you have the best technology in place to allow your business to thrive and grow with the familiarity that your staff are used to.

communications and internet connectivity

We put the 'smarts' of your phone system into powerful Cloud servers to deliver your calls over the internet.
We also pair this with the latest in high quality, easy to use handsets that will save your staff time getting the right call to the right person.
Easily customisable features, high-quality voice calls, web or phone ap version, Cloud simplicity and reduced costs are just some of ways your business could benefit from a hosted PST PBX phone system.

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frequently asked questions

what is coved under a managed service Agreement

Our Managed Service Agreements typically cover the proactive behind the scene tasks such as alerts, monitoring of your backups, network, servers & end user devices, patching of operating systems & standard applications and remediation of any such alerts. From a security perspective we undertake patching of network devices & standard applications such as Citrix, Adobe, Java. Along with 24/7 monitoring of the PST point protection tool, vulnerability scanning and network topology of your entire network. We will work with your team to ensure security standards are maintained to best industry standards. Regular meetings in regard to Cyber Security assessments, technology business reviews, asset & inventory management along with industry best practice standard strategic meetings.

what are the standard helpdesk hours

Our Helpdesk is available 8:30am - 5:00pm Monday to Friday excluding South Australia Public Holidays.

when is after hours support available

Simple, 24x7x365. Whilst we may not be able to respond as fast as we can during business hours, we will always aim to do our best.

frequently asked questions

can i have regular onsite visits

Absolutely, in fact we encourage every client of ours to have regular visits. This may assist the organisation in building redundancy in roles with centralised IT management, development of your internal IT teams skills, consulting, assessment, planning and system optimisation.

what technologies do you support

We have in-house experience with a multitude of different technologies (Microsoft, Apple, Google, Linux, Cisco, Fortinet, Meraki, Ubiquiti, Azure, SharePoint and Veeam to name a few). Our partner suite is constantly growing and evolves with every technological advance. As well as offering an extensive Cyber Security offering to our clients. The Pit Stop team pride themselves on being experts across multiple platforms.

how is pricing managed

We offer a customised agreement to best suit the needs of your business.

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next steps

We'd love the opportunity to become your IT partner of choice and look forward to the opportunity to work alongside your team.

We are confident that we are well suited to providing your organisation with our industry leading IT support services and supporting your team the "Pit Stop Way" so you can focus on what you do best!

Should you wish to work with us, we can develop a customised onboarding plan and our team will work closely with internal staff to seamlessly and efficiently transition you to our services.