

THE 2025 IT SERVICES BUYER'S GUIDE



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CHAPTER 1

The 5 big technology revolutions affecting businesses like yours

Hello, my name's **Kat Murray**, and I'm the Chief Revenue Officer of **Perigon One**.



Wow, what a journey the past few years have been for business owners and managers like us!

Whether you're thriving or working hard to seize every new opportunity, it's impossible to overlook the dramatic changes in the technology driving our work and success.

I truly believe we're in the midst of a series of interconnected technological revolutions. **From where I stand, there are five key areas that are directly influencing the businesses my team and I support every day:**

Revolution 1) AI

Cast your mind back to November 2022, when AI still felt like something out of a sci-fi movie, a concept reserved for "the future." Then came ChatGPT, launched to the public, and suddenly, the AI explosion was here.

While AI tools have been in development for years, it's only recently that they've become accessible to everyday users through their browsers. Perhaps you've already explored tools like Microsoft's Copilot, ChatGPT, or Google's Gemini. Even if you haven't tried them firsthand, your business is likely already reaping the benefits of AI quietly embedded in the tools you use every day.

It's been such an exhilarating start to this revolution—and who knows what incredible advancements lie just around the corner?



Revolution 2) Hybrid working

The first lockdown in 2020 gave a massive push to something already gaining momentum: the desire for flexibility in where we work —be it from home, the office, or even the local café.

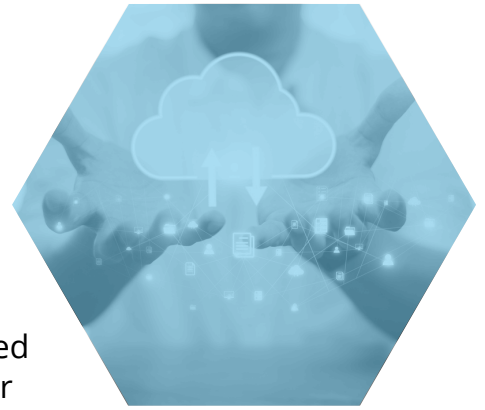
Technology has made working from anywhere incredibly seamless. But with this freedom comes the responsibility to address security challenges and ensure your team stays connected, productive, and effective no matter where they choose to work. The tools enabling this flexibility are advancing at an astonishing pace, making it essential to regularly evaluate how your business communicates and collaborates.



Revolution 3) Cloud computing

The ability to work anywhere, anytime, on any device feels effortless thanks to the cloud. Remember the days when accessing your data meant being physically in the office? It's almost unthinkable now.

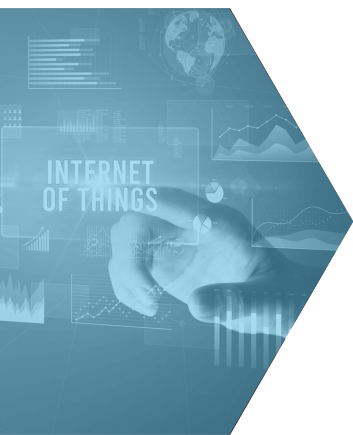
However, with this newfound freedom comes a heightened responsibility to protect that data. The cloud has revolutionised the way we work, but it also exposes us to significantly greater security risks. We'll dive deeper into that shortly.



Revolution 4) Internet of Things

The day your fridge went online was probably the moment it became clear: eventually, everything will be connected. Experts predict that by 2030, there will be 30 billion devices online.

It's fantastic for checking how many eggs you have left while grocery shopping, but it also brings significant security challenges—especially for businesses that allow devices to connect to their networks.



Revolution 5) The greatest security risk ever known

This is the revolution that threads through all the others because with every change comes an opportunity for cybercriminals. And right now, change is happening faster than ever.

I've never seen such a high volume of threats targeting everyday businesses like yours. The numbers climb year after year, and if you saw what I see daily, you'd understand why so many people lose sleep over it.

This isn't an exaggeration. Cybercriminals are becoming increasingly sophisticated, using automated tools to target businesses relentlessly. It only takes one person clicking on a malicious link in a convincing email to grant them access to your entire business. Worse still, you won't even know they're there until they strike—often weeks later.



There are clear and reliable security best practices that every member of your team should follow. I'm always evaluating the latest cybersecurity tools to ensure my clients stay protected, and I'd be more than happy to discuss these with you.

The pace of change is so rapid that it's easy to feel like you're falling behind. Even as technology specialists, my team and I work tirelessly to stay ahead of everything that's unfolding.

Let me make it easy for you with a simple technology strategy I believe you should focus on: **Defend** and **Invest**.



Defend is about protecting your business from cyber criminals.



Invest is about making sure technology is powering your business forward, not holding it back.

I assume you're reading this guide because you're not completely satisfied with your current IT support provider and are considering making a change.

Of course, I'd love for you to consider switching to us!

I've put this guide together to help you understand what to expect from a trusted IT support partner and what exceptional IT support truly looks like.

I'll share how we prioritise genuine partnerships with our clients, steering clear of being just another supplier. Plus, I'll explain why embedding IT strategy and data security into your long-term business planning is absolutely essential.

If you're ready to chat before diving in further, skip ahead to [Chapter 11](#) to arrange a conversation. Let's explore how we can partner to support your business!



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CHAPTER 2

You've got a business plan.
Do you have an IT strategy?

When did you last update your IT strategy?

If you don't already have an IT strategy, or if it hasn't been a focus in recent years, now is the perfect time to create one.

Whether your business relies on a simple till system or operates a comprehensive network across multiple locations, a carefully crafted IT strategy is invaluable. It's the cornerstone of business growth and can be the deciding factor between merely surviving periods of uncertainty and thriving through them.

OK, I'll admit it—I'm a little biased! But I can't emphasise enough how crucial a well-thought-out IT strategy is for any successful business.

Your IT strategy should align seamlessly with your business plan, outlining how technology will drive progress towards your goals and objectives. It needs to address both short- and long-term targets, while remaining flexible enough to adapt to change when necessary.

And while it's called an IT strategy, it's not just about technology. Yes, it will include plans for the tools and devices you use now, as well as those you plan to use in the future. However, the strategy is really about your business and how your technology can help you achieve your goals in the easiest and most efficient way possible.

A great starting point is by reviewing your current IT infrastructure. What's working well? What areas could use improvement? As your business grows, will your technology keep pace, or will you need to consider updates to your software, networks, or even phone systems?

Talk to your team about what works well and what they would improve. Are there aspects of your setup that make their tasks more difficult? Could switching to better software or integrating applications save time and simplify processes?

Partnering with a proactive IT support team gives you tailored recommendations for the best hardware and software to match your current and future needs. They can uncover hidden issues, offer smarter solutions, and optimise your processes to boost efficiency.

Including a technology roadmap in your strategy will help you plan your budget more effectively and anticipate future investments. It ensures you're prepared for upcoming expenses, avoiding unexpected costs and unplanned invoices.

Creating a roadmap can feel a bit complex to manage on your own. However, if you're partnered with an IT support provider, this is exactly the kind of guidance and collaboration they should offer.

In today's business climate, every expense must be justified, and every investment needs to deliver tangible value to your business. Maximising the impact of your spending is more crucial than ever.

Establish metrics to evaluate how well your infrastructure aligns with your goals. Even if your team finds a system easy to use, it's only truly effective if it provides a measurable return on investment.

Your IT support partner should actively participate in regular strategic reviews. While the frequency is up to you, I recommend holding these every six months. Use them to highlight what's working well and address areas where improvements could enhance efficiency or save time.

This is why I keep highlighting the value of an IT support partner. Not just an IT support company. Not simply a provider. A true partner.

Think of an office building. It might have a cleaner who comes in every evening to tidy up the mess left behind during the day. That is how many IT support companies operate. They just focus on cleaning up the mess.

We prefer to act more like a facilities manager. Someone who is always thinking ahead, planning maintenance, and proactively addressing issues to ensure the building stays in excellent condition, preventing any decline before it begins.

Yes, there's still a need to manage the cleaners and ensure they've done their job, but a facilities manager is proactive, working to prevent most issues from arising in the first place.

That's exactly what an IT support partner does. We take a proactive approach, working behind the scenes to minimise problems before they occur.

Of course, issues will still arise. This is inevitable with fast-moving technology and data. But that's when the clean-up work comes into play, and we step in to fix things. Thanks to our proactive efforts, there's far less to clean up compared to IT support companies that don't adopt this forward-thinking approach.

We focus on creating continuous technology roadmaps for our clients. These roadmaps provide clarity for both you and us, ensuring we know exactly:

- **What will happen over the next 2 to 3 years**
- **What technological investments are needed**

Ensuring there are no surprises, with everything planned through regular strategic reviews to keep us on track together.

This roadmap also helps us prioritise effectively. It shows what can be delayed if issues arise, which investments are critical, and what can be brought forward if your financial situation allows.

A big part of this detailed planning comes from our partnership. We take the time to understand your business as if it were our own. We work closely with you and learn about you and your team.

This level of commitment makes it easy for my team and me to support you because we know, just as well as you do, where your business is headed.



CHAPTER 3

Why business owners & managers switch IT partners



I often hear from businesses that are dissatisfied with their current IT support provider.

Here are the **top 10 reasons** why businesses choose to switch to a better IT support partner:



REASON TO SWITCH 1) YOU'RE NOT SEEING BUSINESS RESULTS

Return on investment is critical, especially in today's business landscape. You need to clearly see the effort your IT partner is putting in and the tangible benefits their work brings to your business.

A true IT support partner should deliver a detailed IT strategy covering both long- and short-term goals, along with clear, measurable metrics to track results.

These metrics must be tailored to your business—relevant, meaningful, and free from unnecessary jargon. Generic or vague metrics that are difficult to interpret are all too common, and they're best avoided.



REASON TO SWITCH 2) POOR COMMUNICATION

This can cover a whole range of frustrations. From taking too long to acknowledge problems... failing to inform you about updates... or not following through on promises to get back to you.

With most other suppliers, these issues might seem minor. But as we all know, without functioning technology, your business can't operate as it should. These small frustrations quickly become major obstacles.

This is yet another way to distinguish an IT support provider from an IT support partner.

You need a responsive IT support partner who:

- Acknowledges issues promptly
- Keeps you informed about everything you need to know
- Delivers on their commitments, on time

Your challenges are their challenges, and your success is their success. The faster issues are resolved, the better it is for everyone involved!



REASON TO SWITCH 3) THEY DON'T TAKE DATA SECURITY SERIOUSLY

Yes, you read that correctly.

There are IT support providers, whose job is to keep your data safe and secure, that fail to do the same within their own business.

They don't prioritise staying informed about the latest scams and threats, which means **they can't fully protect you.**

They also won't go the extra mile to ensure every part of your data is as secure as possible or that your software is always kept 100% up to date.

I know... this worries me too.

Is this really the kind of company you'd trust to protect your business from the rapidly growing risk of data breaches?



REASON TO SWITCH 4) THEY WON'T GO OUTSIDE OF THEIR CONTRACT

"Sorry, we don't cover that."

Ever heard that from your IT support provider? Many businesses have, and it's a clear red flag if the request relates to your technology.

Hearing "we don't cover that" shows a lack of care for your business, which is not how a true partner operates. A partner dedicates time to finding new ways to enhance your network, data security, and infrastructure. They won't be limited by a rigid, one-size-fits-all contract.

And that's the key. One size doesn't fit all because every business is unique. **Even two businesses on the same street, offering the same product or service, will work differently. They'll use different tools, have different teams, and most importantly, have different goals.**

You need an IT support partner who treats your goals as their own and works tirelessly to help you achieve them.



REASON TO SWITCH 5) THINGS TAKE TOO LONG TO FIX

Some issues can't always be resolved immediately. Occasionally, they require more time to investigate, and rare problems may demand extra diagnostic effort.

In these situations, clear and consistent communication is essential.

Sometimes, resolving an issue takes time. But if your IT support partner keeps you informed every step of the way, you can trust that it's being handled.

On the other hand, if your support request is still unanswered three days later, that's a problem. Believe it or not, some issues never get fixed at all, or fixing one thing ends up breaking something else.

This is technology. It doesn't always work as expected, and things will go wrong. However, you should never be stuck facing repeated issues, waiting days for solutions, or left in silence when you need help.

That waiting leads to downtime for your business. Where's the value for money in that?



REASON TO SWITCH 6) THEY NEVER ACCEPT RESPONSIBILITY

When you bring on an IT support partner, it's crucial for both parties to uphold their responsibilities. Failing to do so creates a breakdown of trust and leaves the relationship stuck in limbo.

I've heard from business owners who reported an issue to their IT support provider, only to be blamed for the problem, even when they were following the provider's own advice and instructions.

I've also heard from others who were told to contact someone else, like a software supplier, instead of having the issue resolved by their IT provider.

An IT support partner should handle their area of expertise so you can focus on yours. If they're passing the buck when you need help, they're not delivering the value or support you deserve.



REASON TO SWITCH 7) THEY CONFUSE YOU WITH TECH TALK

If technology were simple, everyone could manage their own business infrastructure without any trouble.

But the reality is far from that. It's packed with unfamiliar terms and concepts, and it seems like everything changes every seven minutes!

Without the right knowledge, navigating it can feel like walking through a minefield.

An effective IT support partner stands out by taking this complexity and making it look effortless, explaining things in a way that's easy to understand without resorting to confusing jargon.

This all comes down to your connection as partners. If you can't communicate effectively, how successful can the relationship really be? Chances are, it'll leave both sides frustrated, and your business won't fully benefit from the technology at its disposal.



REASON TO SWITCH 8) YOU'RE NOT LEARNING

We're not suggesting your IT support partner should teach you everything about their job. You're not expected to be an IT expert, but a true partnership with an IT company should include some level of learning.

For example, it's essential to understand the basics of cyber security such as how to identify scams, avoid threats, and protect your data. These skills are crucial for safeguarding your organisation in a digital-first world.

If you're ever told, "Let us worry about that," it should raise concerns. While your IT partner should handle the technical work, you can't rely entirely on them. Without a basic understanding of what you're protecting against, your organisation is left vulnerable to data breaches or theft.

Clear communication is equally important. Your IT support partner should explain what they're doing and how your systems are set up. This knowledge empowers you to address minor issues independently and reduces unnecessary delays in resolving problems.

A true IT support partner ensures you're informed, prepared, and confident in the systems that support your business.



REASON TO SWITCH 9) THEY'RE ALWAYS PUSHING NEW HARDWARE

Some of our clients complain that their previous IT support providers spent more time pushing new equipment than they did on the fundamentals.

While having the latest technology can be appealing, it's rarely essential. There are more important factors to consider, especially today when value for money and return on investment are critical.

Your business likely already has most of the technology it needs to function effectively. In many cases, it's far more important to ensure the infrastructure is well-optimised before considering hardware upgrades. **Additional devices are often more of a luxury than a necessity.**

A dependable IT support partner will prioritise creating an IT roadmap for your business. This roadmap will help you plan when to budget for upgrades or new devices, ensuring your technology investments are aligned with your long-term goals.



REASON TO SWITCH 10) YOU'VE OUTGROWN THEM

Now, this final reason isn't necessarily a negative one. Sometimes, your business simply outgrows what a smaller IT support company can handle. Growth brings new challenges, and it's natural to look for a partner who can meet your evolving needs.

That's great news for you. The challenge lies in knowing when to make the switch, especially if you're working with a company you genuinely like.

It's worth considering a change if:

- Your support requests aren't being addressed as quickly as you need
- Recommendations for using technology to drive business growth have stopped
- You require a higher level of support

In these cases, it's in your best interest to look for a new IT support partner who can better meet your growing needs.

If you've noticed you need more support, chances are your IT support partner has noticed too. A good partner will likely bring this up with you first. Trust me, there will be no hard feelings; no company wants to be out of its depth with clients.

If any of these challenges sound familiar, it might be the right time for you to make the switch too.

When your technology is central to your business growth strategy, it becomes clear why having a trustworthy partner is so important.

No business is perfect. We all get things wrong from time to time because, like you, we're only human.

However, because my team and I build true partnerships with our clients, we're able to have open, constructive conversations and adapt quickly. We don't waste time fixing strained relationships. Instead, we focus on setting the right expectations and resolving issues promptly to keep everything on track.



CHAPTER 4

Protect the most important
thing in your business

As we've seen over the past few years, being able to work anywhere, any time, on any device is liberating.

Working flexibly allows businesses to cut costs, attract high-calibre candidates, and maintain a more satisfied workforce.

However, as our devices grow smarter and more powerful, they're also becoming increasingly disposable. Think about it; most tasks can now be done on your phone. But how often do we lose or break them?

Thanks to cloud storage, losing a device is no longer a catastrophe. The cloud is essentially a network of massive servers storing data worldwide, ensuring your files are safe. Lose your phone? No worries. Simply get a new one and restore your backup. Just like that, your new handset mirrors the old one.

Today, a lost device is just a minor inconvenience and a manageable expense. The same applies to your tablet and laptop, making technology refreshingly simple.

Flexible working is incredible, but it's not without risks. The biggest concern? Whenever you take your device outside the office, you're exposing your data to potential threats. **The unsettling truth is that countless cybercriminals are actively looking for ways to access—and even steal—your data.**

You've probably heard of malware. Malware, short for malicious software, is designed to infect, steal, or corrupt your data. Hackers can customise it to do whatever they want once it infiltrates your network. The tricky part is that malware often goes unnoticed for a while, making it tough to detect and even harder to remove.

Even scarier is ransomware. This rapidly growing cybercrime poses a major threat, and without proper precautions, you could easily fall victim.

Ransomware works by encrypting your data, locking you out completely. Hackers then demand a ransom to unlock it. For instance, they might request \$8,000 in cryptocurrency within three days. Miss the deadline, and the fee doubles. Wait too long, and your data could be gone forever.

The stakes are high, but with awareness and strong security measures, you can stay one step ahead of these threats.

Ransomware is no joke. Believe me, it's something you want to steer clear of at all costs.

While anyone can fall victim to ransomware, small and medium-sized businesses are often the prime targets. Cybercriminals know these businesses typically don't invest heavily in cybersecurity, making them an easier mark.

I won't bog you down with stats, but it's estimated that up to two-thirds of businesses have already faced ransomware attacks.

And that number is climbing every year.

The most common way ransomware infiltrates a device or network is through a link in a suspicious email. Before dismissing the idea that someone, even in your business, could fall for such a scam, it is important to understand how incredibly convincing these emails have become.

Staying vigilant and proactive is essential to protect yourself and your business. Cyber threats don't discriminate, but you can outsmart them with the right defences in place.

Yes, these emails can be shockingly deceptive. They often appear to come from trusted sources like HMRC, your bank, or even a department within your own company. Not only do they look legitimate, but the sender's email address might be a near-perfect imitation.

These scams work because they ask for something simple, like clicking a link to update your details. Even with a cautious eye, spotting the red flags can be tricky.

Once ransomware is installed, the attack does not always happen immediately. It can take anywhere from 60 to 100 days or even longer for any action to occur. This delay is intentional.

The longer a hacker lingers undetected in your network, the more damage they can do. Typically, they gain access through one device connected to the network, then search for other vulnerabilities. The more devices they control, the harder it becomes to remove them once the attack begins.

This is what makes ransomware so challenging to combat. It is why prevention is always the best defence. **Protecting your network before an attack happens can save you from devastating consequences later.**

It is crucial to recognise the signs of a hacker in your network. Both you and your IT support partner should keep an eye out for:

- Unexpected new administrators appearing on your network
- Software being disabled
- New software being downloaded
- Remote access sessions lasting for days at a time

Of course there are many technical things to look for, but that will give you a good start.

A reliable IT support partner will always encourage regular cybersecurity training for everyone in your business. After all, your team is your first line of defence against cyberattacks. Software alone cannot provide sufficient protection. **You need both technology and people working together.**

Here is the reality: you can never be 100% protected from malware, ransomware, and other attacks. It is impossible because cybercriminals are constantly developing new threats while the data security industry races to keep up.

Achieving 99.99% protection is possible, but here is the surprising part—we don't always recommend it. The resources and trade-offs involved may not align with your business needs. Balancing strong defences with practicality is often the smarter approach.

When you try to make your data security watertight by locking everything down, you can unintentionally frustrate your staff. Extra layers of protection, more steps in an already packed workload, and a lot to remember can lead to annoyance.

In reality, this frustration often causes people to skip steps or find ways to bypass security altogether, which ironically puts your business at even greater risk. It is like having an office door with seven big locks and a biometric scanner. Eventually, people will get fed up and simply prop the door open.

To address this, we use what is called "blended security." This approach combines multiple products and services that work seamlessly together to protect your business. It means fewer codes and passwords for your team while delivering better security for your data.

The best part is that each blend is customised. Every business is different, so we tailor the solution to suit each client's unique needs, ensuring security that works effectively and effortlessly for them.



CHAPTER 5

Why you should be highly sceptical of all IT support companies

You probably don't know what you don't know about IT. Does that make sense?

I think that's a fair assumption to make.

Why should you worry about the latest tech news, software updates, or support advancements? You're already busy excelling at what you do best.

You probably keep up with industry magazines, blogs, trade shows, conferences, and training. You're an expert in your field, and that's what experts do. It's unlikely you have the time to dive into all of that for your IT as well.

Would you expect your clients to match your expertise in your field? Of course not. That's why they turn to you.

It's the same with us.

We immerse ourselves in the fast-paced, ever-evolving world of technology because we genuinely love it. Our expertise goes far beyond what most people possess, and we take pride in that.

You'd be surprised how many people think they're IT experts just because they can navigate a computer. True IT support partners operate on a completely different level, with superior knowledge, tools, and systems.

The real issue is that IT support is an unregulated industry. There's no governing body, no mandatory standards, and no guidelines dictating how businesses should operate.

This means anyone... *literally anyone*... can claim to be an IT support company.

That's why you should approach IT support providers with a healthy dose of scepticism.

Without asking the right questions, you could be entrusting your business data to a reputable, professional company... or to someone working solo from a bedroom in their parents' house. A "bedroom warrior," as I like to call them.

Now, don't get me wrong. There is nothing wrong with bedroom warriors. Everyone has to start somewhere, and for a one-man band with minimal IT needs, they might be the most cost-effective option.

However, if you're running an established, growing business with staff and multiple devices, you'll need more than what a solo operator can provide.

So, how do you avoid picking the wrong IT support company?

Start by looking for solidity. Check for the right qualifications, accreditations, and experience. Since IT support is unregulated, it's crucial to do your research to ensure you find the best partner for your business.

Next, ask them some difficult questions.

You don't want to make your potential IT partner uncomfortable, but it is essential to ensure they can deliver exactly what your business requires. Asking tough and specific questions about their expertise, experience, and services is the only way to be confident that you are making the right choice for your company's IT needs.

ASK
THEM:

*"How quickly will
problems be fixed?"*

When evaluating a potential IT support partner, it's crucial to understand their response times and how they handle different levels of severity.

Start by asking about time frames. How quickly will they acknowledge an issue? How long will it take to assign someone to start resolving it?

Explore specific scenarios. If your team cannot access critical software, how long will it take to get everyone logged back in? If your business falls victim to a ransomware attack, how quickly can they get you operational again?

Dig into their approach. Do they follow structured processes and procedures when issues arise, or do they rely on improvisation? Ask about the worst problem they've faced and how they managed it.

Keep in mind, you are not judging them on the problem itself but on their response. This reveals their professionalism, expertise, and ability to stay composed during a crisis which are essential qualities for a reliable IT partner.

**ASK
THEM:**

“What do you do proactively to make sure my team have fewer interruptions?”

Downtime is a business killer.

You’ve probably experienced it yourself, either in your own business or while working for someone else. The internet goes down, and suddenly, no one can access the tools they need to work.

Chaos ensues. Even employees who don’t need the internet lose focus. The coffee machine gets a workout, and the office becomes a hub of unofficial breaks.

When systems come back online, work doesn’t resume immediately. Conversations are wrapped up, devices rebooted, and focus takes time to return. What could have been a 15-minute hiccup often results in 90 minutes of lost productivity.

And that’s just for a minor issue.

So, what can your IT support partner do to minimise downtime?

Will they monitor your systems in the background, proactively catching and fixing potential issues before they arise? Can they guarantee that updates and maintenance will primarily happen outside of working hours?

Do they offer solutions to help your team stay productive during essential maintenance or unexpected interruptions? Asking these questions is key to ensuring your business stays on track.

**ASK
THEM:**

“Tell me about the specific people who’ll be looking after us.”

Though often overlooked, this is an essential question when choosing an IT support partner: who are the people you’ll actually be working with?

It’s important to understand how the company assigns your account manager. Do they match you based on sector expertise or personalities, ensuring a good working relationship? Or is it simply whoever has the lightest workload?

Ask if you’ll always deal with the same person. What happens when that person is unavailable, on holiday, or unwell? Who will handle your strategic IT reviews and develop your technology roadmap? And if you ever have concerns, who can you escalate them to?

This question not only helps you learn more about the company’s structure and processes but also gives you insight into whether their team is the right fit for yours.

The people behind the business can make all the difference in building a strong and effective partnership.

**ASK
THEM:**

“Can you explain something deeply technical to me?”

This question isn’t about learning the ins and outs of building an IT infrastructure. Instead, it’s a chance to see how well your potential IT support partner can explain things in plain English, not baffling tech jargon.

Can they break down a complex technical process in a way that makes sense to you? Do they remain patient when you ask questions, or do they seem frustrated? Worse, do they dismiss your curiosity with comments like, "You don’t need to know the technicalities of that"?

A strong partnership relies on clear, open communication without confusion or misunderstandings. **This question also highlights their ability to educate you, ensuring you feel confident and informed about your IT systems.**

**ASK
THEM:**

“How will you keep on top of the constant changes in my business?”

Successful businesses thrive on change. Whether it's adding new team members or refining your product or service, your business is likely evolving constantly.

It's how growth happens.

Think about it. Your business probably looks quite different today compared to a year ago. So, how would your proposed IT support partner handle that? How much do they need to know about these changes, and will it impact their work for you?

It should. You're not just hiring a supplier; you're looking for a partner. Their role is to recommend better software, streamline your network, and ensure your security evolves alongside your business.

If they don't stay informed about your team size or how you deliver your services, how can they suggest ways to grow, improve, and stay secure?

Choose a partner who actively tracks the changes within your business. Consider arranging regular catch-ups to keep them in the loop and aligned with your goals.

There are plenty of other questions to ask, but these five will give you the clearest insight into whether they're the right partner for you.



CHAPTER 6

What every IT support company wishes you knew about IT

Before you glaze over and flip past this chapter, I'll add my disclaimer here: I am not about to bore you with technical jargon or tech speak. Please do not panic!

What I am going to talk about are the basic things that - if every client knew them - would make our lives a lot easier.



#1: YOUR SETUP NEEDS CONSTANT MONITORING AND MAINTENANCE. IT'S NOT A ONE-OFF JOB.

Computers and devices constantly prompt you for updates because technology is always evolving.

The same goes for your network and infrastructure. Software updates roll out, operating systems are tweaked, and hardware naturally deteriorates over time.

It's a never-ending cycle.

In professional IT circles, it's virtually unheard of to leave an IT setup unmonitored and unmaintained. If your IT support partner doesn't include 24/7 monitoring and maintenance in your contract, that's a major red flag. Without it, issues will start cropping up before the ink on the contract has even dried.

The best IT support companies handle this seamlessly in the background, resolving issues before you even notice them. A great IT partner spends much of its time monitoring your systems and preemptively addressing problems to ensure everything runs smoothly.

And that's exactly what you want—monitoring and maintenance so efficient and unobtrusive that you never even realise it's happening.



#2: THE SUPPORT TRIANGLE IS LIKE THE HARDWARE TRIANGLE.

Here's a fun way to think about buying hardware: picture a triangle with three equal sides representing quality, speed, and price.

If you make one side longer, such as choosing a faster computer, the other sides, quality and price, will also increase to keep the triangle balanced.

The same concept applies to IT support. The triangle of quality, speed, and price works in the same way. If you choose cheap IT support, you will likely end up with slower service and lower quality. On the other hand, investing more can deliver faster response times and higher standards.

The key is to determine what you can afford and aim for the top of your budget. This is because IT support is not just an expense; it is an investment. A well-planned IT setup and strategy can make achieving your business goals so much easier.



#3: BEWARE OF THE BEDROOM WARRIORS!

Let's go back to them for a moment.

Picture a guy sitting in his bedroom, running your IT support service. Without the overheads of a larger business, his service will naturally be much cheaper. But remember the triangle. His speed will likely be slow, and he won't have access to professional IT tools, which are expensive.

If you choose a bedroom warrior for your IT support, doing everything himself, that's fine—as long as you're his only client. One person can usually handle the IT support, maintenance, and monitoring a business like yours needs.

But what happens when he takes on another client?

Then another? And then realises, because his rates are so low, he needs even more clients just to make a decent living?

As he takes on more clients, the quality of service you receive drops, along with the speed at which he responds to your problems. It's likely he will stop doing proactive work for you, simply because one person cannot properly service multiple clients.

While you may pay more for a larger business with an office, a team, and the right tools, you also gain the assurance that they are equipped to maintain high service levels, no matter how many clients they manage.



#4: WE ASK FOR A LONG-TERM PARTNERSHIP TO PROTECT YOU MORE THAN US.

We don't aim for short-term relationships.

We don't do ad-hoc work or one-off crisis management. Instead, we focus on forming long-term partnerships with businesses.

Why?

Of course, long-term clients help us build a sustainable business, and we won't deny that it's a great model. But the real value lies in the investment we can make in our clients, getting to know your business inside and out.

This allows us to:

- Collaborate closely with you
- Understand your priorities and actively support your goals
- Customise your IT infrastructure and strategy for where you're heading, not just where you are
- Build scalable systems that grow with your business
- Enhance your security with an honest, strategic approach rooted in trust

With short-term arrangements, this simply isn't possible.

A long-term partnership means we'll be just as invested in your success as you are, because we genuinely care. When your business thrives, so does ours.



#5: OUTSOURCED IS BETTER VALUE FOR MONEY. AND HELPS YOU ACCESS BETTER EXPERTISE THAN THE SAME SPEND IN-HOUSE.

As you consider your IT support options, you've probably thought about hiring an in-house employee.

While it might seem convenient, there's a significant downside. An in-house IT person is often expected to juggle multiple specialised tasks while supporting an entire team, all at the same time.

Finding someone who can manage this without burning out is a tall order. And even if you do, they'll likely start cutting corners just to finish their workload and get home on time.

When you outsource, you might pay a bit more than hiring in-house, but you gain access to a team of experts with diverse skills and specialisations. Plus, they work until the job is done, ensuring nothing is left incomplete.



CHAPTER 7

How to help your internal IT people, if you have them



They benefit from support all round:

- **At the bottom:** Assistance with the essential but overwhelming tasks, like acting as the help desk for your staff, monitoring the network, and rolling out updates.
- **At the sides:** Support tailored to their skill level, helping them manage their workload and giving them direct access to an experienced IT team for brainstorming and collaboration.
- **From above:** High-level strategic advice and guidance for long-term planning and growth.

Our role is to complement your internal IT team while bringing partnership and strategic oversight into the mix. This means plenty of high-level thinking and on-demand support.

By working together, we maximise the potential of your internal resources and ensure you, as the person with ultimate responsibility, are fully protected.

We understand that some IT managers view outsourced IT support as a threat.

But we are not a threat.

Our job is to make you and your internal IT team shine, ensuring everything runs seamlessly. When you look good, we look good – it's a win for everyone!



CHAPTER 8

Don't take our word for it:
Here's what our clients say

I've spent a long time in this guide educating you how to buy an IT support service. I've covered all the bases, and by now you should really know what you want and need in your own IT support partner.

But it's all very well me, the owner of the business, telling you how a great IT support partner will change your business.

It's time you heard from some of my clients about the reality of working with us.

See how our clients have grown:

"When you really get great service, you certainly know it: I can highly recommend the services of One Technology who look after our IT. If you want someone who can effectively fix your issues, give them a call, you won't be disappointed."

– Narelle



"Thanks for being so organised and always having our best interest at heart. We can truly rely on you guys and are very grateful for the changes that you've brought to the table as our trusted IT partner."

– Kylie

The management and team at Perigon One have been our preferred supplier of IT Managed Services at Envision Digital for many years now. The Team at Perigon One are excellent. They are technically adept in their field. Their support is prompt, and their level of service is outstanding. Highly Recommended.

– Rod



We at Mining Plus give a huge shout out to the Perigon One team. They are reliable, responsive and come highly recommended.

Well done Perigon One.

– Phil

\$15K

SAVED BY
UPGRADING
EQUIPMENT

+8%

REDUCTION
IN USER ADMIN
TIME

+10%

INCREASED STAFF
PRODUCTIVITY

Challenges

- Celsius's ageing infrastructure had low disk space, and a \$15k upgrade was quoted.
- Reliance on a single server for mail and document storage created significant risks during outages or disasters, potentially halting business operations.
- Despite receiving good reactive support, Celsius sought a proactive and strategic IT approach for their growing business.

Solutions

- The existing server was tested, found fit after five years, cleaned up, and brought under our support and maintenance.
- Core services, including email, were moved to Office 365's cloud-based tools to address low server disk space.
- An annual strategy plan and monthly CIO meetings were implemented to manage changes and growth while minimising IT costs.

Results & ROI

- Retaining the old server saved Celsius over \$15K. We moved mail services to the cloud, saving them even more.
- We achieved increased data accessibility in real time from various locations. With faster internet, staff productivity rose by 10%.
- Our proactive IT solutions reduced admin time and system downtime by an extra 6%.
- Retiring the existing server and replacing it with a desktop server solution at a fraction of the original price.

\$50K

SAVED THROUGH
FIXED PROJECT
COST

\$0K

COST INCURRED
THROUGH
UNEXPECTED
DOWNTIMES

100%

TRANSPARENCY
AND ON-TIME
IMPLEMENTATION

System Review and Implementation Plan

- Minimal downtime during the transition, saving Aeris time and money
- Integration of the new site into Aeris's business model & strategy
- Timely migration of all systems

Challenges

- Migrated the site to new infrastructure within three months, identifying systems quickly despite initial lack of access, and implemented a new email system to replace one embedded in the previous owner's infrastructure.
- Worked strategically and efficiently to minimise downtime, costing \$6000 per hour, while keeping stakeholders updated and aligning the site with Aeris's business model.

Solutions

- Proactive planning and robust project management ensured all systems were mapped and implementations prioritised within a fixed-cost framework, avoiding budget surprises.
- Transition schedules accounted for unexpected issues, and a detailed IT management plan was established for ongoing support, maintenance, and strategic work.

Results & ROI

- Migration completed within the 3-month deadline
- Minimal interruption – and no costly downtime – for the 120 staff on site
- We continue to provide Aeris with comprehensive, fixed-cost IT support
- We share knowledge and experience across their two sites
- Economies of scale will benefit Aeris as it continues to grow



CHAPTER 9

About us

I love our clients. They always have such wonderful things to say about us.

Let me now properly introduce myself and our business.

Hi I'm Kat, I'm Chief Revenue Officer at Perigon One.

I have a real passion for cloud software solutions that improve businesses processes and allow businesses to grow with the necessary IT framework and systems in place. I also believe that there is always room for improvement and I continuously thrive for personal and professional development.

Our team has over 40 years' experience supporting small businesses. We understand the unique needs of each industry and proactively support internal and external staff so they can concentrate on what makes them successful.

Since 2001, we have been partnering with Australian businesses with 25-1000 staff providing tailored IT consulting and managed IT support services. Our head-office is located at the Perth domestic Airport and our satellite office in Melbourne and Brisbane predominately manage the IT for our mine-site clients in the Eastern States. Over the last 10+ years, our growing team of 20 staff have developed particular expertise in the mining & resources, real estate & finance industry.

We appreciate the trust you put in us when you hand us the keys to your IT kingdom. We've earned that trust from hundreds of clients in dozens of industries, and we know we can earn it from you. We're strategic thinkers with years of experience in both IT and business. We do our homework, and make sure we understand your business goals before working with you to set technology goals. Our specialty is custom-made solutions for how you work, sell, and grow.

*We think this is important because at the end of the day, **IT is about people, not computers.***



CHAPTER 10

What will happen during your first 90 days?

If you're ready to explore working with us, here's some important information you need to know.

When we begin to work together, the first 90 days are the most critical.

My team and I will be working on three key areas:

- 01 Learning as much as we can about your business
- 02 Resolve issues from your previous IT provider
- 03 Build a clear and practical technology strategy

I'm committed to building a long-term partnership with you, and my goal in these first 90 days is to set you up for success.

You'll gain a clear understanding of what we can and can't do, along with realistic expectations, what we need from you, and how to be a great partner.

We'll thoroughly review every aspect of your current IT setup, down to the tiniest detail, because the more we know, the better we can support you. All findings will be securely documented in our secure systems.

We'll also look into your website hosting and any specialised software you use. Even if we're not directly managing these, we want to understand how they work and who's supporting them. At some point, you'll have questions about these services, and we'll be ready to help by knowing exactly what's in place and who's involved.

Of course, this will mean a little work for you and your team, but I promise it will be worthwhile. And you'll only need to do it once.

Once my team has all the information, they'll strategically analyse it to understand every aspect of your technology. Any IT support company that skips this step simply isn't doing their job properly.

Then we'll talk to your team. Every single person.

We'll uncover their current IT issues, what frustrates them, and what makes their work harder. We'll also revisit anything your previous IT provider said couldn't be done, fixed, or created. While we can't promise we'll achieve it all, we'll certainly give it our best shot.

Your first 90 days will reset everything. This will get your IT setup back to the high standard it needs to be, and keep it there.

When that's done, you and I will begin our strategic, forward-thinking work together.

This is a unique process for every client. I can tell you more about it when we talk.

Turn the page and dive into what's next for your IT transformation.



CHAPTER 11

What to do next?

I hope you've found this guide useful, and it's covered many of the questions you've had about choosing a new IT support partner.

Perhaps this has given you a fresh perspective on your IT support.

The good news is, we're now accepting new clients again, which is why I created this guide.

I'd love the chance to talk with you about your business.

If you're ready to partner with a new IT support team to enhance your business and drive long-term growth, here's your next step:

Book a 15 minute, no obligation video call with me at https://calendly.com/kat_murray/quick-call.

You'll find my live calendar on that page.

We can see if our businesses are a good fit and schedule a longer video call or an in-person meeting, whichever works best for you.

There's absolutely no obligation to buy anything.

I'm excited to speak with you and learn more about your business.



Katharina Murray
Kat Murray

Chief Revenue Officer

katharina.murray@perigonone.com.au
0407922781

THIS IS HOW YOU CAN GET IN TOUCH WITH US:

CALL: **1300 669 220** | EMAIL **reachout@perigonone.com.au**

 **www.perigonone.com.au**

 **www.linkedin.com/company/perigonone**

 **www.facebook.com/perigonone**