

Server & Storage Infrastructure

What If?

What if your IT team didn't have to carry the weight of server management alone?
What if day-to-day infrastructure tasks were handled by trusted experts, giving your people the space to focus on innovation, productivity, and the issues that really move the business forward?

With Truis co-managed infrastructure as a service, your server environment is proactively maintained alongside your team, strengthening capability, reducing risk, and freeing your IT leaders to do their best work.



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The challenge

From the outside, everything looks fine.

Systems are up, people are productive, and no one's asking questions.

But behind the scenes, it's a constant balancing act. You're managing competing priorities, fielding requests across the business, and trying to stay ahead of issues before they bubble to the surface.

All the while, you're crossing your fingers that nothing breaks, because there's no capacity to assist if it does. People don't notice when things are going smoothly - only when they're not. And by then it's a BIG problem for your team.

We see in-house IT teams across the country:

- Lacking the bandwidth to keep up with what's needed
- Struggling to stay on top of patches, alerts and requests
- Running lean teams that struggle to cover emerging issues quickly

That's when the questions start:

- When was the last time we checked the backup?
- How much free space do we have?
- Are all patches up to date so we're protected?

Staying on top of everything and anticipating what comes next is impossible when your team is stretched thin.



The solution

Our co-managed server infrastructure services are designed to take the pressure off you and your team.

We work alongside your department to handle the day-to-day server management tasks that are essential but time-consuming: monitoring, patching, optimising, and responding when issues arise.

Your team retains control and visibility, while gaining the support of experienced engineers who are dedicated to keeping your server environment stable, and performing, acting quickly to rectify when it's not.

The benefits



Reduce the risk of downtime

We take a proactive and preventative approach to keeping your servers online and available.



Swift issue resolution

24/7 monitoring so problems are identified and dealt with quickly, whether they happen within business hours or outside of them.



Access to deeper expertise

Not every issue is straightforward. When something more complex arises, it's escalated to senior engineers who will step in to resolve it.



Free up your internal resources

With day-to-day server management handled, your team can better focus on the more pressing operational and strategic priorities.



Coverage for periods of leave

With experienced engineers co-managing your environment, you can trust that your servers are in safe hands, even when your key staff are away.

We support Windows, Linux and IBM

(I / AIX) servers running on-premise, or public / private cloud, and across virtualisation platforms such as VMware, Hyper-V, and Nutanix.

What's included

- ✓ Service Desk with unlimited break-fix
- ✓ 24/7 monitoring and issue resolution
- ✓ Server patching (OS)
- ✓ Asset and configuration management
- ✓ Standard changes for servers, services and cloud
- ✓ Backup management
- ✓ Guaranteed SLAs
- ✓ Service delivery manager and technical advisory



ISO 9001
QUALITY



ISO 27001
INFORMATION SECURITY



Optional add-ons

Looking for additional support? Our server infrastructure co-managed services can be extended to include:

- Server MDR
- Application patching and management
- Essential 8 aligned services
- DR management

Why Trais?

01

We've been living and breathing tech infrastructure since 1979

Before the industry had a name, we cut our teeth solving business-critical problems in environments where the stakes couldn't have been higher.

02

Your success is our whole point

We're not here to compete with your role or take over your team.

We work behind the scenes to remove the hurdles and smooth out the friction, so you look better doing your job.

03

~~Managed Service Provider.~~
Technology Solutions Partner.

We're 100% dedicated to working alongside midmarket & enterprise IT teams. We don't hide our work behind a curtain.

We have a clear way of doing things and we operate in the open. Proudly, collaboratively, and always as a partner, not a provider.

04

Local people.
Zero offshoring.

We don't believe in making you pinball through call centres and repeat your story over and over.

With local specialists ready to help, your enquiries stay with our team from start to finish.

05

Work with the best of the best

We've built a team of experts who know their craft and stick around.

With us, you get expert guidance backed by real-world insight, not generic advice.

06

No private equity, exit strategies, or surprises

We're 100% independently owned and that's the way it's going to stay.

While scores of our peers are building to sell, we're building something to last for our customers and outlast our competitors.



**Already working with another provider?
No problem.**

We follow a structured transition process to make switching smooth and straightforward.

Let's talk

Explore what our co-managed services can do for you. Get in touch.

Call 1800 777 111

truis.com.au