

# Co-Managed Technology Services

## Did you know?

Truis co-managed technology services are designed to fill the gaps in your IT team's capacity, expertise, and coverage, extending your capability across technology and infrastructure pillars, without growing your headcount.

With flexible and manageable pricing models, Truis co-managed service solutions keep your IT team in control. Freeing your people to focus on the work that moves the business forward.

Whether it's one technology pillar or everything that powers and connects your business operations, Truis works alongside as part of your team as a genuine extension of what you already do well.



## The solution

Truis co-managed technology services are designed to take the pressure off your team, across the infrastructure pillars that matter most.

We work alongside your IT department as a Technology Solutions Partner, handling the essential but time-consuming operational tasks across four core pillars: servers and storage, network and connectivity, power and environment, and end-user support.

Your team retains full control, visibility, and decision-making authority. We add the depth, coverage, and specialist expertise needed to keep your environment stable, secure, and performing. Keep your people focused on what matters most.

## The benefits



### Fill the gaps without growing headcount

Extend your team's capability with experienced engineers across multiple infrastructure domains, without the cost and complexity of hiring.



### 24/7 Proactive monitoring and faster resolution

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



### Consistent coverage across the full stack

From servers to switches, endpoints to UPS units, one partner, one governance framework, one team that knows your environment end to end.



### Coverage for personnel, periods of leave and peak demand

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

## Extend your coverage

Looking for additional support? Our co-managed services can be enhanced with:

- Security Operations Centre as a Service (SOCaaS)
- Backup as a Service (BaaS)
- Disaster Recovery as a Service (DRaaS)
- Managed Detection & Response (MDR)
- Strategic Advisory
- Essential 8 aligned services



**ISO 27001**  
INFORMATION SECURITY



**ISO 9001**  
QUALITY



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## Every pillar includes:

- Service desk with unlimited break-fix
- 24/7 monitoring and issue resolution
- National on-site field services support coverage
- Asset and configuration management
- Guaranteed SLAs
- Dedicated Service Delivery Manager
- Monthly reporting and continual service improvement

Our team, supporting yours with management, coaching, compliance, reporting and comfort!



## Why Truis?

### 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](https://truis.com.au)