

End-User & Devices Support

What If?

What if your people had access to a responsive, Australian-based service desk that resolved issues quickly and kept them productive, while your team focused on the work that actually moves the business forward?

With Truis co-managed End-User Support, your devices, your users, and your security posture are looked after by experienced technicians working alongside your team. You keep control. We keep things running.



End-User & Devices Support

The challenge

Your end-users and devices are where productivity happens. Every laptop, desktop, tablet, and handheld in your fleet is a direct line between your people and their ability to do their job.

When devices are slow, unpatched, or unsupported, your team feels it. Tickets pile up, frustration builds, and your IT team gets pulled into a constant cycle of reactive support instead of planned work.

For organisations with distributed workforces across multiple sites, the challenge multiplies. Different devices, different operating systems, different locations, and often the same small team expected to keep everything running, secure, and compliant.

The truth is, most IT teams aren't under-skilled; they're under-resourced. And when your end-users can't work because their device won't cooperate, IT wears the blame.

The solution

Truis co-managed End-User Support services are designed to take the pressure off your team, and keep your people productive, protected, and supported.

We work alongside your IT department to handle the day-to-day management, security, and support of your entire endpoint fleet. Whether it's helpdesk support and device patching, or image deployment and end-of-life management, we can take care of the operational work so your team can focus on what matters most.

Whether you need us to manage every device and every ticket, or simply fill the gaps in your team's coverage, we flex around your needs. As much or as little as required. Always as a partner, never a replacement.

Truis has deep experience supporting enterprise organisations with distributed and hybrid workforces, from national retail chains and multi-site manufacturers to corporate offices and remote field teams. We understand that keeping people productive means keeping their devices working, secure, and supported. Wherever they are.



The benefits



Keep your people productive

When devices work, people work. Our proactive management and responsive support mean fewer disruptions, faster resolutions, and happier users across the business.



24/7 Service desk your users can rely on

Australian-based service desk with unlimited break-fix support, via phone, email, or portal. Issues are triaged, escalated, and resolved quickly, whether during business hours or after.



Free up your IT team

With device management and user support handled, your team can stop chasing tickets and start delivering on the projects and strategic priorities the business needs.



Coverage for periods of leave and key personnel risk

With experienced technicians co-managing your endpoint environment, you can trust that your users are supported, even when your key staff are away.

Key inclusions

Service Desk & Support

- Unlimited break-fix service desk
- Phone, email, and portal ticket logging
- Incident triage and escalation to senior engineers
- Remote support tools for fast resolution
- After-hours support available

Security & Compliance

- OS and third-party application patching
- Anti-virus / anti-malware management
- Microsoft 365 management

Device Management

- Asset management and tracking
- Warranty management and lifecycle planning

Reporting & Governance

- Asset and service delivery reporting
- Security and patch compliance reporting
- Dedicated Service Delivery Manager and technical advisory
- Guaranteed SLAs



ISO 27001
INFORMATION SECURITY



ISO 9001
QUALITY



Optional add-ons

Looking for additional support? Our End-User Support co-managed services can be extended to include:

- Desktop as a Service (DaaS)
- Device leasing and refresh programs
- VIP / executive support tiers
- End-of-life device removal, data destruction, and certified recycling
- Hardware repurposing and charitable donation options (via partners like GIVIT and Litehaus)

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