

Network & Connectivity

What If?

What if your IT team didn't have to be the one troubleshooting network issues at every site, at every hour of the day?

What if your firewalls, switches, wireless, and WAN infrastructure were proactively monitored, patched, and optimised, by experienced network technicians working alongside your team?

With Truis co-managed Network & Connectivity services, your network infrastructure is continuously supported across every site, every link, and every appliance, giving your team the confidence and capacity to focus on the strategic work that moves the business forward.



Network & Connectivity

The challenge

Your network connects everything, people, sites, applications, and infrastructure. When it's working, nobody thinks about it. When it's not, everybody feels it.

For organisations with distributed workforces and multi-site operations, network complexity only grows. More locations, more devices, more remote access, more security demands, and often the same small team expected to manage it all.

The reality is, most IT teams aren't short on skill, but they can often lack network specialisation and experience. And when your network spans dozens of sites, multiple vendors, and a mix of legacy and modern infrastructure, staying on top of everything becomes a full-time, specialist job in itself.

The solution

Truis co-managed Network & Connectivity services are designed to take the pressure off your team and keep your network infrastructure secure, stable, and performing across every site.

We work with your IT team to handle the essential, ongoing network management tasks that take time and require specialist expertise: monitoring, maintenance, and incident response.

Whether you need us to manage your entire network infrastructure or simply fill the gaps in coverage and expertise, we flex around your needs. Your team retains full control and visibility; we add the depth, consistency, and coverage to keep everything connected.

Truis has deep experience supporting enterprise organisations with disparate and distributed workforces. From national retail networks and multi-site manufacturers to remote operations and hybrid work environments.

We understand the complexity of keeping people connected, productive, and secure across locations.



ISO 27001
INFORMATION SECURITY



ISO 9001
QUALITY



The benefits



Confidently maintain your network security posture

Stay current with proactive firmware patching and ongoing network infrastructure maintenance. We work alongside your team to help keep critical network systems supported, stable, and performing.



Swift issue resolution & SLAs

24/7 monitoring across your network infrastructure so problems are identified and addressed quickly. Whether they occur during business hours or outside them.



Consistent capability and performance across every site

From head office to the smallest branch, we ensure your network is maintained, optimised, and performing consistently. No matter how many sites you operate.



Access to specialist network experts

Not every issue is straightforward. When something complex arises, it's escalated to senior network engineers who step in to resolve it. Without you needing to hire or upskill.



Coverage for periods of leave

With experienced engineers co-managing your network, you can trust that your connectivity is in safe hands. Even when you or your key staff are away

Key inclusions

Monitoring & Maintenance

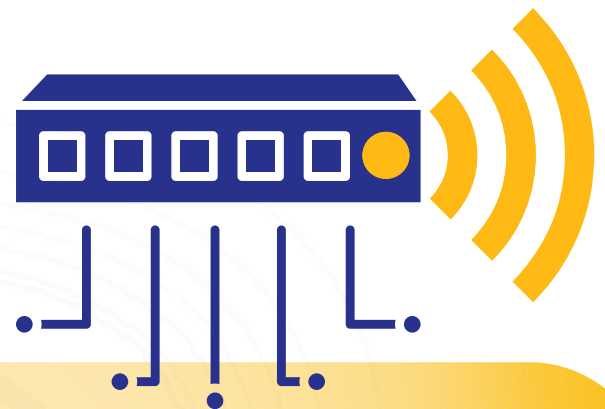
- 24/7 network device monitoring and alerting
- Firmware and configuration management
- Network performance monitoring and optimisation recommendations
- Proactive health checks and detailed reporting

Security

- Firewall rule management and modification
- Network segmentation and access control support
- Site-to-site VPN management

Service Desk & Support

- Break-fix service desk (Australian-based)
- Asset and configuration management
- Guaranteed SLAs
- Dedicated Service Delivery Manager and technical advisory



Supported technologies

We support a broad range of network and connectivity technologies, including:

Firewalls & UTM · Routers · Managed Switches · Wireless Access Points · SD-WAN · Site-to-Site & User VPN · Express Route & Peering · SASE · Network Access Control · Software-Defined Central Management (e.g. Cisco Meraki)

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