

# RDA Services Overview

## Flexible and scalable service framework

RDA Group offer a comprehensive range of technical and professional services to meet the diverse needs of our clients. We have a dedicated team of professional, certified and highly skilled engineers and consultants that can design and implement a tailored solution to address your needs.



RDA Group has developed a Service Delivery Model that encompasses the ITIL (Information Technology Infrastructure Library) framework, to ensure that continual improvement and development goes well beyond implementation stage.

We have designed a modular approach to our services catalogue, enabling us to provide a service suite that is tailored to your requirements.

When using a Managed Service Provider (MSP) such as RDA Group, you can leverage our experience and skills across all areas of infrastructure and business systems. Our outsourcing provides flexibility and allows you to choose the way your environment is managed and maintained. We encourage you to think of us as your own internal IT team.

*“Our scalable services enable significant savings when compared to the traditional enterprise IT model. By working as your virtual IT department, or in conjunction with your existing staff, we help to provide a lower TCO for your IT infrastructure.”*



## Total Managed Services (TMS)

Our framework for delivering managed IT services provides an adaptable solution which is then scalable to suit your needs. We can offer variable or fixed cost solutions with a range of services and deliverables that integrate with existing IT resources. RDA's Total Managed Services ensure that your IT infrastructure supports your business goals and objectives, and allows you to concentrate on your own operations.

## Service Level Agreements (SLA)

RDA Group's SLA options provide you with different levels of service - as nearly all organisations have differing IT requirements we ensure our SLA's reflect that. You have the choice to select the level which is appropriate for your business needs. With a standard level and three other options available, we provide the right level for you and your organisation.

*“RDA Group’s Total Managed Services remove the burden of daily operation management and enable internal IT resources to concentrate on new business endeavours.”*

## **IT Consultancy and Advisory**

In today’s IT landscape technology is constantly changing, however the fundamentals for our consulting remain the same - to focus on your business needs, maintain your independence, act with integrity and provide access to the highest level of cutting edge expertise.

We are able to provide consulting services within a range of IT areas, from simple implementations through to strategic planning. You can count on us to deliver a premium service and second to none knowledge and advice. Through our consultative approach, RDA Group is able to design and implement a solution that is best suited to your organisation, improves your competitive advantage and enables you to focus on your core business.

## **Project and Total Solution Management**

RDA Group recognise the need to have an accurate and shared understanding of project milestones and solution goals. We ensure involvement of sponsors and stakeholders in a structured process which is inclusive and participatory. By taking the time to develop a clear understanding of the goals and objectives surrounding your requirements we provide superior solutions, which when coupled with our professional project management staff, are more resilient to the effects of change and scalability. Our solutions are delivered on time, every time and within their initial project scope.

## **Data Center and Managed Hosting Services**

We can provide a suite of Data Center and Managed Hosting Services so your business is functioning 7 days a week, 52 weeks a year. By utilising state-of-the-art data centers and communication infrastructure facilities, we deliver a cost and time effective managed solution.

RDA Group also provide Virtual Private Server (VPS) Hosting to bridge the gap between shared hosting and more expensive dedicated servers. The VPS runs in isolation and has its own operating system and software. Our VPS offerings provide a level of scalability that can accommodate your growth as rapidly as it occurs.

## **Business Continuity and Disaster Recovery**

Business Continuity (BC) and Disaster Recovery (DR) planning are crucial facets of IT strategy for any business. As many organisations overlook this vital piece of the IT puzzle, RDA Group make it our business to provide solutions that stabilise your dependency on your networks and applications and maintain your data availability.

We can consult, design, implement, test and deliver BC and DR solutions that are as flexible as our other service offerings. By working closely with you, we develop a solution that fits your business outcomes and budgetary considerations.

## **Procurement Services**

By relying on us for your procurement needs, your staff are freed of the ongoing acquisition and management of your IT assets. RDA Group work in collaboration with your team to ensure we understand your business and technology requirements in order to conduct procurement in a way that seamlessly continues your operations and future growth. Our procurement service provides expertise and consultancy in hardware provision, software and licensing agreements, asset management and disposal.

## **Service Desk and Helpdesk**

IT Service Desk and Helpdesk support provides the ultimate assistance for businesses that do not have the resources to attend to all technical employee requests. Staffed by experienced IT professionals who are supported by dedicated systems engineers and consultants, the IT Service Desk and/or Helpdesk support is a cost effective solution that will improve the efficiency of your entire workforce.

## **Technical Support Services**

Our engineers and consultants can provide both desktop and server support via service requests initiated via our Service Desk and Helpdesk, or from escalation of incidents via our Pro-Active Network and Performance Management (PNPM) programme. Our Technical Support Services include a pager service and pre-paid service credits.



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