

Advantage

**F1** SOLUTIONS<sup>®</sup>



# About Us

At F1 Solutions, we understand that when it comes to managed IT services, simplicity, value for money, and security are key. That's why we've developed Advantage by F1 Solutions, a program designed to make your experience seamless and hassle-free. Our approach is straightforward: security-focused, user-based support with separate licensing, ensuring complete transparency and clarity around how your business uses the services you've purchased.

With this model, your team can confidently reach out to our support whenever issues arise, without worrying about additional costs. We believe your productivity, security, and operational efficiency are paramount. That's why our subscription includes everything you need to thrive in today's fast-paced digital landscape. With F1 Solutions by your side, you can rest assured that your IT needs are handled with expertise, care, and a commitment to your success.

# Working with Us

## We have been helping clients for since 1996

F1 Solutions has long been a trusted IT partner in Canberra, delivering comprehensive support and tailored solutions to small and medium-sized businesses, non-profit organisations, and government entities. Our focus on building value-driven relationships is at the heart of everything we do, and we take pride in consistently delivering positive outcomes and high levels of client satisfaction.

We understand that switching IT providers can feel like a daunting step. That's why we're committed to making the onboarding process smooth and stress-free. Our experienced team specialises in managing transitions and has a proven track record of ensuring a seamless, well-organised transfer of services, so you can focus on what matters most: running your business.



# Highlights

- Microsoft 365 licensing and cloud-based collaboration tools, including Microsoft Teams, Planner, SharePoint, OneDrive, and more
- Desktop versions of the Microsoft suite, including Word, Excel and Outlook
- Monthly reports highlighting recommendations, statistics from the past month, and alignment between business needs and IT support services
- Industry-leading endpoint protection with AI-powered threat detection and unrivalled ransomware protection, all managed by F1 Solutions' internal security team
- Anti-spam protection offering zero-day defence against emerging threats and time-of-click protection for unsuspecting end users
- Cloud backup of Microsoft 365 resources, including Exchange, SharePoint, and OneDrive
- Fully managed endpoint devices with centralised monitoring and reporting, automated patching, and fast access to support services
- Helpdesk support for end users, available from 8:00 AM to 6:00 PM

## Fast Facts



**NO LOCK-IN  
CONTRACTS**



**INHOUSE TRAINED  
SECURITY EXPERTS**



**UNLIMITED  
SUPPORT**



**AUSSIE  
SUPPORT**



**MONTHLY  
REPORTING**



**CHARITY PRICING AVAILABLE**

# Products and Services

## Microsoft 365

Microsoft 365 Business is an integrated solution that brings together best-in-class productivity tools, security features, and device management capabilities for small to medium-sized businesses.

Key components include:

- Word, Excel, PowerPoint, Outlook, OneNote, Publisher, Access, Exchange, OneDrive, Skype for Business, Microsoft Teams, and SharePoint
- Control and manage how sensitive information is accessed and transmitted using data loss prevention policies and sensitivity labels
- Protect, preserve, and back up your data with Exchange Online Archiving
- Device management for Windows PCs, macOS, and mobile devices through Intune
- Identity protection with multi-factor authentication, self-service password reset, conditional access, and risk-based security policies
- Consistent security configuration across devices to ensure company data is protected everywhere

## Email Protection and Management

Our anti-spam email service is powered by Microsoft Defender for Office 365. Incoming emails are instantly scanned on Microsoft's servers, swiftly blocking spam, phishing, malware, and data loss threats. Seamlessly integrated with Exchange Online Protection, Outlook, and Office, it provides enhanced control and visibility through Microsoft's user-friendly online management platform.

## Cloud Data Backup

Our Cloud Backup service, powered by Datto, provides the ultimate safeguard against catastrophic data loss.

With an effective and automated backup regime, we ensure reliable protection of your Office 365 resources, including Exchange, SharePoint, and OneDrive. Whether it's file deletion, corruption, or server hardware failure, our process is designed to minimise data loss and enable a swift resumption of service, often within the same day or the next.





## **Server and Network Monitoring**

Sensors will be configured on network equipment to monitor and provide detailed insights into the health and performance of these devices.

This service enables F1 Solutions technicians to remotely monitor your network 24/7. It allows our team to detect potential issues at their earliest stages and take corrective action before they escalate into critical problems.

## **Fully Managed Endpoint Devices**

We offer comprehensive management of endpoint devices, including desktops, laptops, tablets, and mobile phones.

Our service includes centralised device monitoring and reporting, automated patching, security baselines and policies, and quick access to reliable support services. By leveraging a remote monitoring and management solution, our skilled engineers deliver fast, secure, and seamless remote support to resolve end-user device issues, without the need for onsite visits.

## **Antivirus Protection**

Our approach includes proactive monitoring of security alerts generated by Defender for Endpoint, along with prompt communication with end users to resolve security incidents as needed.

We closely monitor antivirus scan logs, carefully reviewing and, when necessary, deleting quarantined files and emails. As part of our thorough service, we provide detailed reports on the results of these checks and clearly indicate if any further action is required to strengthen protection.

## **Monthly Maintenance Reports**

Maintenance reports are sent monthly, detailing all tasks completed during the period, along with any recommendations beyond the services included in your agreement.

Regular discussions are held to ensure ongoing alignment between your unique business needs and our IT support services. This reflects our commitment to delivering tailored and effective solutions.

# Advantage Plans by F1 Solutions

Advantage Plans by F1 Solutions are based on the number of users in your organisation, making it easy to control costs, budget for IT support, and adjust as your organisation evolves.

We offer separate licensing to ensure you only pay for what you use, and we continuously monitor and adjust these numbers as your usage changes. The following sections outline our standard suite of products included in the Advantage Plan.

Here's a summary of what each plan provides!

	ESSENTIALS \$96 p/user <sup>1</sup>
Microsoft 365 & Office Suite <sup>2</sup>	✓
Cloud Data Backup <sup>2</sup>	✓
Email Protection and Management	✓
Helpdesk Support	✓
Endpoint Security	✓
Fully Managed Endpoint Devices <sup>2</sup>	✓
Azure AD Conditional Access Policies	✓
Dedicated Account Management	✓
Cyber Security as a Service	✗
Vulnerability Scanning and Patching	✗
Cybersecurity Testing and Training	✗
Dark Web Monitoring	✗
Windows AutoPilot	✗
Huntress	✗
Password Management	✗
Server and Network Monitoring	✓
Antivirus Protection	✓
Internet and Email	✓
Network Support <sup>3</sup>	✓
Cloud Backup Management and Testing	✓
Monthly Maintenance Reports	✗
Scheduled Onsite Visits	✗
Yearly Strategic Plans	✗
Yearly Business Continuity and Disaster Recovery Test	✗
Yearly Cyber Security Policy Review	✗

<sup>1</sup> All plans are per user per month.

<sup>2</sup> License costs not included in the quoted price.

<sup>3</sup> Selected service has an additional cost.



Charity pricing is available, please contact us to discuss further.

Recommended

### PREMIUM

\$145 p/user<sup>1</sup>

### ULTIMATE

\$205 p/user<sup>1</sup>



# Our Security Offerings

F1 Solutions has established a Cyber Security team, focused on protecting your business with a modern, identity-driven approach.

Our team works to secure your environment and data while aligning your systems with the Australian Cyber Security Centre's (ACSC) Essential Eight and industry best practices. This ensures your organisation is not only protected against today's threats but also prepared for tomorrow's challenges.

## What is the new solution?

F1 Solutions utilises Microsoft Defender XDR (Extended Detection and Response) and Microsoft's Security Information and Event Management (SIEM) tools to provide our Security Team with a real-time feed of potentially malicious events and alerts across your entire IT environment. From malware alerts on endpoints to unusual or risky sign-in activity on your team's Microsoft 365 accounts, your environment is continuously monitored and secured.

Additionally, we've partnered with Huntress, a 24/7 international team of security experts, to deliver a co-managed Security Operations Center (SOC). This partnership extends our threat-hunting capabilities through Huntress's world-class ThreatOps team, who analyse suspicious behaviour and provide context-aware, actionable responses.

Our solution also leverages Microsoft's built-in security features, unlocked through additional licensing. Tools such as Microsoft Secure Score give our team a clear view of your organisation's security posture, helping us maintain a balance between protection and usability. These licenses also enable automated features that enhance your security posture, including playbooks, conditional access policies, and risk-based controls.

Finally, we've partnered with usecure, a cybersecurity training platform that provides your team with regular training on topics like safe email usage and secure password practices. Usecure sends simulated phishing emails tailored to Australian users, helping staff learn to identify threats. It also monitors the dark web for stolen credentials, offering visibility into potential breaches. Since staff are often the weakest link in cybersecurity, usecure helps ensure your team is cyber-aware and continuously upskilled.

To take advantage of these advanced security features, we recommend switching to Microsoft 365 Business Premium and Enterprise Mobility + Security (EMS) E5 Security licensing, combined with our new third-party tools. This change in licensing is effectively cost-neutral, while providing access to a broader range of features that significantly enhance your organisation's security posture.





## Ongoing Support

With our unwavering commitment to delivering top-quality services, you can rely on F1 Solutions as a trusted partner in your journey toward continued success.

As a leading managed service provider, F1 Solutions delivers comprehensive support and oversight for our clients' environments and infrastructures.

We recognise that cybersecurity is paramount in today's digital landscape and prioritise safeguarding systems and data against potential threats and vulnerabilities. Our experienced team implements robust security measures, including regular system monitoring, threat detection, and incident response, to ensure the highest level of protection for your critical assets.

Beyond security, we understand the importance of strategic advice tailored to your unique business processes and challenges. We take the time to understand your operations thoroughly, allowing us to deliver solutions that align with your goals. With over 27 years of experience, we offer valuable insights and recommendations to optimise your IT infrastructure, enhance operational efficiency, and support business growth.

At the heart of our commitment is the belief that your success is our success. We know how vital accessible, reliable, and timely IT support is to maintaining uninterrupted operations. That's why we offer multiple support channels, including a 10-hour-a-day support line, email assistance, and an intuitive online portal. Our dedicated support team is always ready to respond promptly to any concerns or issues.

We also understand that running a business requires your full attention. By entrusting your IT support to us, you can enjoy a worry-free experience, confident that your systems are in capable hands. We take pride in delivering hassle-free managed services and software solutions, allowing you to focus on your core business activities while we take care of your IT needs.

With our unwavering commitment to delivering top-quality services, you can rely on F1 Solutions as a trusted partner in your journey toward continued success. Whether it's ongoing support, strategic guidance, or leveraging our extensive experience, we are dedicated to ensuring your IT infrastructure is robust, secure, and optimised to drive your business forward.

# What Our Clients Think About Us

## “Fast, Reliable, Affordable IT Support.”



"F1 Solutions dedication to providing us with a hand made solution, and their service quality is the most essential quality they have. We have never had a more hassle-free IT environment."

"If you are working on computers and struggling with storage solutions and up-to-date remote working capabilities F1 Solutions will provide you with everything you need without increasing your costs."

"F1 Solutions has helped us to move to a Microsoft environment. The new data storage and software solution is tailored for our needs and F1 Solutions is always there to help us along to way."

## "We have always enjoyed a positive working relationship with F1 Solutions."



"We have always had positive interactions with the staff at F1 Solutions and they are always willing to help."

"F1 Solutions provides support for numerous aspects of our business, support Office 365 products, integration with 3rd party providers and system process improvement projects."

## "Personal and custom relationship, tailored solutions."



"It has been fantastic working with F1 Solutions. Their key people took time to gain good understanding of the business and the challenges we face, and recommended ideas and solutions to take us forward."

"A solid and reliable mid sized provider with good abilities and skills to assist."





We believe technology with purpose can transform lives and change the world for the better



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