F1 Solutions Advantage

About Us

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

With this approach, your users can confidently reach out to our team whenever they encounter issues, knowing that there are no additional costs involved. We believe that your productivity, security, and overall operational efficiency are paramount, which is why our subscription includes everything you need to succeed in today's fast-paced digital landscape. With F1 Solutions by your side, you can rest assure that your IT needs are handled with expertise, care, and a commitment to your success.

Working with Us

For over 27 years we have been helping clients.

F1 Solutions has been a trusted IT company in Canberra, providing comprehensive IT support and solutions to small to medium-sized businesses, non-profit organisations, and government entities. Our commitment to building value-based relationships with our clients has been the cornerstone of our services, and we pride ourselves on delivering positive results and ensuring high levels of client satisfaction.

We understand that change can be a daunting decision, especially when it comes to transitioning to a new IT service provider. That's why we are committed to making the onboarding process as seamless and stress-free as possible for our clients. Our dedicated team is experienced in managing transitions and has a proven track record of ensuring a smooth and orderly transfer of services.

Highlights

- Microsoft 365 licensing, cloud-based collaboration tools including Microsoft Teams, Planner, Sharepoint, OneDrive, Planner and more

- Desktops versions of the Microsoft suite, including Word, Excel and Outlook

- Monthly reports highlighting recommendations, statistics for the past month and alignment between business needs and IT Support services

- Industry-leading endpoint protection with AI-powered detection, unrivalled ransomware protection, all managed by F1's internal security team

- Antispam protection offering zero-day protection against new threats, and time-of-click protection for unknowing end users

- Cloud backup of Microsoft 365 resources, including Exchange, SharePoint and OneDrive

- Fully managed endpoint devices, with centralised device monitoring and reporting, automated patching, and fast access to support services

- Helpdesk support for end users, from 8:00 am to 6:00 pm

Fast Facts

NO LOCK-IN CONTRACTS

INHOUSE TRAINED SECURITY EXPERTS

UNLIMITED SUPPORT

AUSSIE SUPPORT

NO PLAN CHANGE FEE

CHARITY PRICING AVAILABLE

Products and Services

Microsoft 365

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

- Word, Excel, PowerPoint, Outlook, OneNote, Publisher, Access, Exchange, OneDrive, Skype for Business, Microsoft Teams, and SharePoint

- Helps control and manage how sensitive information is accessed and transmitted with data loss prevention policies and Azure Information Protection Plan 1

- Protect, preserve, and back up your data with Exchange Online Archiving

- Device management for Windows PCs, macOS, and mobile devices with Intune device management

- Identity protection with multi-factor authentication, self-service password reset, conditional access and risk-based security policies all contribute to the security of your accounts

- Consistent security configuration across devices—protection of company data across devices

Email Protection and Management

Our antispam email service is delivered using Microsoft Defender for Office 365 protection. Instantly scanning incoming emails on Microsoft's servers, it swiftly stops spam (AntiSpam Protection), phishing, malware, and data loss. Seamlessly integrated with Exchange Online Protection, Outlook, and Office, it offers enhanced control and access through Microsoft's user-friendly online management platform.

Cloud Data Backup

Through our Cloud Backup service powered by Datto, provides the ultimate safeguard against catastrophic data loss. Our backup management regime guarantees an effective and automatic backup of Office 365 resources, including Exchange, SharePoint, and OneDrive. From file deletion to file corruption and server hardware failure, our procedure allows for minimal data loss and the swift resumption of service, often within the same or next day.

Server and Network Monitoring

Sensors will be configured on network equipment to monitor and provide a greater level of detail on the health and performance of these devices. This service allows F1 Solutions technicians to monitor the health of your network remotely 24x7. It allows our technicians to become aware of any potential issues in its earliest stages and take corrective action before it becomes a critical problem.

Fully Managed Endpoint Devices

We offer comprehensive management of endpoint devices (desktops, laptops, tablets and mobiles). Our service includes centralised device monitoring and reporting, automated patching, security baselines and policies and quick access to our reliable support services. 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 swift communication with end users to resolve security incidents as needed. We keep a close eye on antivirus scan logs, meticulously checking and, if necessary, deleting quarantined files and emails. As part of our diligent service, we provide detailed reports on the results of these checks and promptly specify if any further action is required to bolster protection.

Monthly Maintenance Reports

Maintenance reports will be sent monthly detailing all tasks completed during the month. Alongside, any recommendations in addition to the services included in the agreement. Regular discussions are conducted to maintain alignment between unique business needs and our IT Support services. This exemplifies a commitment to delivering tailored and effective solutions.

F1 Advantage Plans

F1 Advantage Plans are based on the number of users in your organisation, so it is easy to control and budget for your IT support and adjust as your organisation changes. We offer separated licensing to ensure you only pay for what you use, and continuously monitor and adjust these numbers as your usage changes. The following sections describe our standard suite of products included in the F1 Advantage Plan.

Here is a summary of what each plan gives you!

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

	ESSENTIALS $96 p/user[1]	PREMIUM (Recommended) $145 p/user[1]	ULTIMATE $205 p/user[1]
Microsoft 365 & Office Suite[2]	✓	✓	✓
Cloud Data Backup[2]	✓	✓	✓
Email Protection and Management	✓	✓	✓
Helpdesk Support	✓	✓	✓
Endpoint Security	✓	✓	✓
Fully Managed Endpoint Devices[2]	✓	✓	✓
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[3]	✓	✓	✓
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	✗	✗	✓

[1] All plans are per user per month.
[2] License costs not included in the quoted price.
[3] Selected service has an additional cost.

Our Security Offerings

It is a challenging time for businesses when it comes to IT security. Many large Australian companies have reported major data breaches, showcasing that organisations are at risk if they mismanage their cyber security. That is why F1 Solutions have launched a new Cyber Security team, taking a modern, identity-focused approach to securing your environment and data, whilst reinforcing and aligning your environment in accordance with Australian Cyber Security Centre's (ACSC) Essential 8 and best security practices.

What is the new solution?

F1 Solutions utilise 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 all potentially malicious events and alerts across your entire IT Environment. From malware alerts on your endpoints, to unusual or risky sign in activity on your team's M365 accounts, your entire environment is monitored and secured. Additionally, our team have partnered with Huntress, a 24/7 international team of security experts, to offer a co-managed security operations center (SOC) and to extend our team's threat hunting with their world-class ThreatOps Team, who analyse suspicious behaviour and provide informative and context-aware response actions.

Our new solution takes advantage of Microsoft's many inbuilt security features that are unlocked with additional licensing. Features, such as Microsoft's Secure Score, provide our Team with a representation of your organisation's security posture. With a fine balance between security and usability, this security feature seamlessly offers a simplified summary of this. Additionally, the new licensing unlocks automated features that increase your security posture, including automated playbooks, conditional access policies and risk-based policies. These are just a few of the many features that improve your overall security posture.

Lastly, we have partnered with usecure, a cyber security training service, providing your team with frequent security training on a variety of topics, such as Safe Email Usage and Secure Passwords. Usecure can send your users Australian based fake phishing emails, to learn how to identify a phishing email. Usecure also monitors the Darkweb, providing visibility into credential theft.

To take advantage of these security features, we advise switching to M365 Business Premium and EMS E5 Security licensing, in combination with our new third-party tools. This change in licensing is effectively cost neutral, whilst providing you with access to a larger range of features, significantly enhancing your security posture.

Ongoing Support

With our unwavering commitment to delivering top-notch services, you can rely on us as a trusted partner in your journey towards continued success.

As a leading managed service provider, we provide comprehensive support and oversight for our clients' environments and infrastructures. We recognise that security is of paramount importance in today's digital landscape, and we prioritise safeguarding our clients' systems and data against potential threats and vulnerabilities. Our team of experienced professionals implements robust security measures, including regular system monitoring, threat detection, and incident response, to ensure the utmost protection for your critical assets.

In addition to security, we understand the significance of providing strategic advice tailored to the unique business processes and challenges faced by you. We take the time to thoroughly understand your operations, allowing us to offer tailored solutions that align with your goals and objectives. Leveraging our extensive knowledge and expertise gained over the past 27 years, we provide valuable insights and recommendations to optimise your IT infrastructure, enhance operational efficiency, and drive business growth.

At the core of our commitment lies the belief that your success is our success. We recognise the importance of accessible, reliable, and timely IT support to ensure uninterrupted business operations. That's why we offer multiple channels of communication, including a 10-hour-a-day support line, email support, and an intuitive online support portal. Our dedicated support team is always ready to assist you, promptly addressing any concerns or issues that may arise.

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

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

What our Clients think about Us

"Fast, Reliable, Affordable IT Support."

"F1's 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 will provide you with everything you need without increasing your costs."

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

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Boettcher Law

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

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

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

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for mothers & babies

"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."

F1 Solutions Advantage

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

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