



Truis



# End User Computing Services





# End User Computing (EUC) services



Truis' EUC support services have been designed to offer a range of flexible outcomes, from self-service access to a hosted Remote Monitoring & Management (RMM) toolset powered by Datto(r), to a full outsource of managing the security and integrity of your EUC devices with access to our Brisbane-based IT Helpdesk supporting your users.

With support for Microsoft Windows and Apple iOS devices, our solutions are designed to provide a cost-effective and consistent approach to managing the availability, compliance and performance of your EUC devices to ensure the best possible user experience.

- ESSENTIALS (SKU: SVCS-MNGD1294)**  
 Self-Service access to Device Management tools. RMM Tools are installed and configured for customer to self manage their own devices.
- SILVER + (SKU: SVCS-MNGD1295)**  
 Truis Standard Device Management Services. RMM Tools are installed and configured. Truis provides standard management of devices including patching and AV management.
- GOLD + (SKU: SVCS-MNGD1296)**  
 Truis Advanced Device Management and Helpdesk Support services. RMM Tools are installed and configured. Truis provides standard management of devices including patching and AV management. Unlimited User Support (BH) is included.
- PLATINUM (SKU: SVCS-MNGD1297)**  
 Truis Advanced Device & Security Management and Helpdesk Support services. RMM Tools are installed and configured. Truis provides custom management of devices including patching and AV management. Unlimited User Support (BH) is included and AH support is available.

	ESSENTIALS	SILVER +	GOLD +	PLATINUM
<b>DEVICE MANAGEMENT</b>				
Device Management Agent	✓	✓	✓	✓
Hardware Build/Preparation	✗	✓	✓	✓
Image Deployment	✗	✓	✓	✓
Asset Management	✗	✓	✓	✓
User Profile/Data Migration	✗	✗	✓	✓
Warranty Management	✗	✗	✓	✓
<b>SECURITY MANAGEMENT</b>				
Anti-Virus/Anti-Malware	✗	✓	✓	✓
Standard Patching - Windows & Office	✗	✓	✓	✓
Advanced Patching - Windows & Office	✗	✗	✓	✓
Advanced Patching - 3rd Party Apps	✗	✗	✗	✓
User Account Management	✗	✗	✓	✓
Microsoft 365 - Standard	✗	✗	✓	✓
Microsoft 365 - Advanced	✗	✗	✗	✓
Phishing & Security Awareness	✗	✗	✗	✓
<b>END-USER SUPPORT</b>				
Remote Control Support Tool	✓	✓	✓	✓
Helpdesk Support - Business Hours	✗	✗	✓	✓
Helpdesk Support - After Hours *	✗	✗	✗	✓
<b>REPORTING</b>				
Asset Reporting	✓	✓	✓	✓
Service Delivery Reporting	✗	✓	✓	✓
Patch Compliance Reporting	✗	✓	✓	✓
Advanced Security Compliance Reporting	✗	✗	✗	✓

\* On-Call Paging Service



**Truis**

## Ready to take the first step?

Get in touch with our team to discuss your requirements, and we can arrange a conversation where together we discover what the best option would be for you.

Find out more or contact us at:

**1800 777 111**

**[www.truis.com.au/contact](http://www.truis.com.au/contact)**

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