Truis

Service Catalogue

All the IT support you need to help your business, and your people thrive.

truis.com.au

About this catalogue

Here at Truis, we are a human-focused IT company. We design IT solutions that are tailored to your specific needs. We believe, by taking the time to understand you and your business first, we can provide more cost-effective and useful IT solutions.

Welcome to our service catalogue. The following pages outline the different types of service offerings we provide. The purpose of this catalogue is to give you a clear overview of each service offering and how we can help your business and your people as a whole.

Our services

Managed services and support

Find out more, online:

Click here

Lighten the load with our managed services team so you can focus on business growth. With fixed prices and agreed service level requirements, you can have confidence in our IT experts and engineers who work around the clock to take responsibility for your defined tasks.

End-user support

Our End User support team provides direct technical support for your staff. We are here to assist your team in overcoming general issues with devices and other day-to-day IT challenges.

IBM Power: systems support

Our IBM Power System and related infrastructure support is an On-Call 24x7 service. You gain access to our team of technical experts with guaranteed response times. Support calls are answered by an 'always-available' help desk staff who link you to our IBM certified engineers.

Technical product support

Our Technical Product Support teams are here to provide your business with expert IT assistance when you need it. We have guaranteed response times and an 'always-available' help desk who swiftly connect you with the IT expert best suited to your situation.

CM Live alerting agent

CM Live is a platform designed by Truis that optimises business transparency and efficiency, the CMLive Alerting Agent is an extension of this platform. The extension consists of a lightweight software package that enables you to minimise possible issues with your IBM i or IBM AIX technologies.

End-user support

Service	SKU	Price (ex GST)
9x5x4 On-Call Support – End-User	SVCS-SPPT1200	No Charge
Truis Time and Materials – End User Support (BH)	SVCS-PSTM0009	$ 150 per hour

IBM Power: systems support

Service (9x5x4 on-call support)	SKU	Price (ex GST)
IBM Power Systems HW	SVCS-SPPT0300	$ 360 per LPAR per Month
IBM AIX and IBM PowerVM	SVCS-SPPT0200	
IBM i	SVCS-SPPT0100	
IBM Storage	SVCS-SPPT0400	$ 360 per system

Service (24x7x2 on-call support)	SKU	Price (ex GST)
IBM Power Systems HW	SVCS-SPPT0301	$ 1,000 per LPAR per Month
IBM AIX and IBM PowerVM	SVCS-SPPT0201	
IBM i	SVCS-SPPT0101	
IBM Storage	SVCS-SPPT0401	$ 1,000 per system

Technical product support

Service (9x5x4 on-call support)	SKU	Price (ex GST)
Intel Servers	SVCS-SPPT0500	$ 360 per Month
VMware	SVCS-SPPT0600	
Veeam	SVCS-SPPT0701	
IBM Spectrum Protect	SVCS-SPPT0710	
Linux	SVCS-SPPT1000	
HP/UX	SVCS-SPPT1100	Price on application

Service (24x7x2 on-call support)	SKU	Price (ex GST)
Intel Servers	SVCS-SPPT0501	$ 1,000 per Month
VMware	SVCS-SPPT0601	
Veeam	SVCS-SPPT0702	
IBM Spectrum Protect	SVCS-SPPT0711	
Linux	SVCS-SPPT1001	
HP/UX	SVCS-SPPT1101	Price on application

Truis prepaid support hours

Service	SKU	Price (ex GST)
Prepaid services hours - Technical	SVCS-PRPD0001	$ 200 per hour (BH)
Time and materials services	SVSC-PSTM0001	$ 210 per hour (BH)

CM Live alerting agent

Service	SKU	Price (ex GST)
Agent only, no support	SVCS-SPPT0000	No charge

Note: Prices in Australian dollars and exclude GST & delivery.
Bundled pricing options are available for IBM Power Systems environments with multiple LPARs and/or multiple technologies.
Services delivered after hours (AH) will be charged at a rate of 1.5 x the relevant BH rate.
Existing Customers who have a support agreement in place for End User Support will continue to be charged at the agreed rate as per the support agreement.
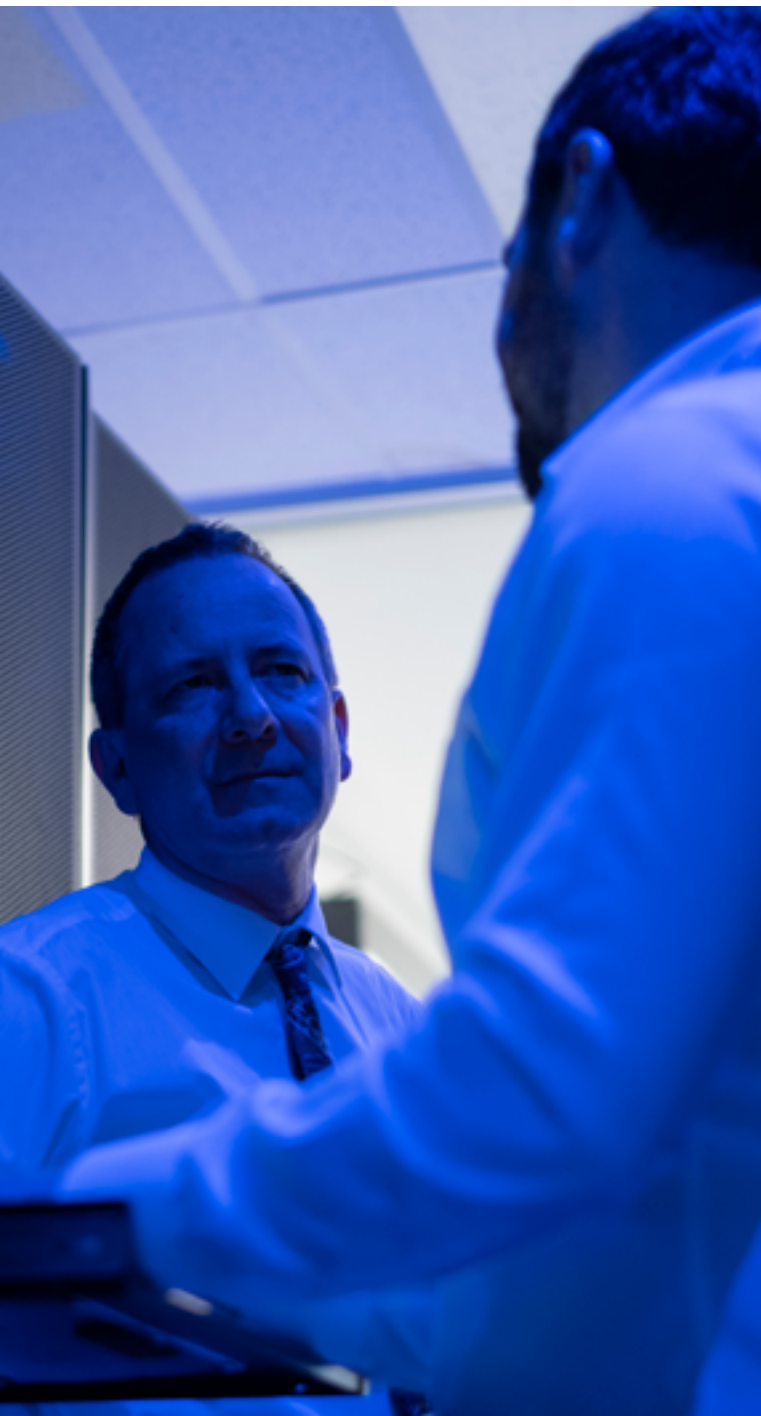Bundled pricing options are available for environments with multiple technologies.

Infrastructure services

Find out more, online:

Click here

Our Infrastructure Services for Intel and IBM Systems, support the management and usability of your businesses data and information. Our team operates on a four-step process to reduce risk and empower your systems. We build, deploy, migrate and operate - this process allows a complete understanding of your infrastructure and how best to provide assistance.

Networking - Wireless Surveys

As part of our Networking Services, we provide wireless surveys to better understand your working environment and business needs. Our service enables us to implement a wireless (WiFi) solution that offers optimal coverage specifically for your business.

Intel server services
(Hardware build services)

We offer a range of hardware integration options for intel server technologies. From a complete build to a minor update, our team is here to keep your server technologies at a standard that is the best fit for your business.

IBM Power System hardware build services

We provide thoughtful hardware to build solutions for IBM Power Systems. Our team ensures your business is running with the up-to-date server technologies that are best suited to your business.

Networking Services - Wireless surverys

Service	SKU	Price (ex GST)
Predictive WiFi Plan – Up to 2,000 m2	SVCS-PSFP0906	$ 500
Predictive WiFi Plan – Over 2,000 m2	SVSC-PSFP0907	Price on application (PoA)
Standard WiFi Site Survey Per 2,000 m2 excluding Flights, Travel and Accommodation	SVCS-PSFP0905	$ 2,000

Intel hardware build services

Service bundle	Features	SKU	Price (ex GST)
XB Intel server build	• Hardware Audit • Hardware Build • Hardware Test • Firmware Update • RAID Configuration	SVCS-PSFP0500	$ 200
XC Intel server build	• Hardware Audit • Hardware Build • Hardware Test • Firmware Update • RAID Configuration • OS Install • Update Drivers	SVCS-PSFP0501	$ 500

IBM Power hardware build services

Service bundle	Features	SKU	Price (ex GST)
IBM Power Build Dedicated I/O – Single or Multiple LPARs	• Hardware Audit • Hardware Build • Firmware Update • Storage Configuration • HMC Setup • Base OS Install	SVCS-PSFP0300	$ 2,000 per LPAR
Multiple Partition System Shared I/O, Single VIOS	• Hardware Audit • Hardware Build • Firmware Update • Storage Configuration • HMC Setup • VIOS Installation (x1) • LPAR Configuration	SVCS-PSFP0301	$ 6,000 per System + $ 2,000 per LPAR Configuration
Multiple Partition System Shared I/O, Dual VIOS	• Hardware Audit • Hardware Build • Firmware Update • Storage Configuration • HMC Setup • VIOS Installation (x2) • LPAR Configuration	SVCS-PSFP0302	$ 10,000 per System + $ 2,000 per LPAR Configuration

Note: Prices in Australian dollars and exclude GST & delivery.

IBM i Operating System (OS) upgrade

Looking to upgrade your IBM i operating system? We ensure all upgrades are performed in a structured manner. From an initial assessment to ongoing support, our team makes sure your upgrade is a safe and low-risk process.

IBM i program temporary (PTF) fix update

Our team can support your business with Program temporary fix or Product temporary fix (PTF) services for IBM System i Production and disaster recovery (DR) environments. We work outside of customer business hours or in a convenient change window to enable business continuity.

IBM AIX operating system (OS) upgrade

Like most of our OS upgrades, we perform an initial assessment to determine the Power Systems infrastructure's state and identify the necessary firmware upgrade steps. Our process ensures an efficient and secure upgrade for businesses of all sizes.

IBM Hardware Management Console (HMC) firmware upgrade

Like most of our OS upgrades, we perform an initial assessment to determine the Power Systems infrastructure's state and identify the necessary firmware upgrade steps. Our process ensures an efficient and secure upgrade for businesses of all sizes.

IBM i Health Check

Keep your IBM i environments healthy with our remote health checks. We use standardised documentation to deliver our findings and advice. Our process establishes a clear understanding of your systems health and the necessary documentation for your follow-up checks.

IBM i Operating System (OS) upgrade

Service	SKU	Price (ex GST)
V7Rx to V7Rx	SVCS-PSFP0100	$ 6,000 per LPAR

IBM i program temporary (PTF) fix update

Service	SKU	Price (ex GST)
IBM i PTF Update	SVCS-PSFP0101	$ 2,000 per LPAR

IBM AIX OS Upgrade

Service	SKU	Price (ex GST)
AIX Major version Upgrade	SVCS-PSFP0200	$ 2,000 per LPAR
AIX TL Level Upgrade	SVSC-PSFP0201	$ 1,150 per LPAR

IBM Hardware Management Console (HMC) firmware upgrade

Service	SKU	Price (ex GST)
IBM Power Systems Firmware Upgrade	SVCS-PSFP0304	$ 1,700 per System
IBM HMC Minor Upgrade	SVSC-PSFP0305	$ 650 per HMC

IBM i Health Check

Service	SKU	Price (ex GST)
Initial Check and Report	SVCS-PSFP0110	$ 1,600 per LPAR
Follow-up Checks	SVSC-PSFP0111	Price on application (PoA)

Note: Prices in Australian dollars and exclude GST & delivery.

Endpoint services

Our Endpoint Service team provides the necessary support and streamlined deployment to reduce the effort required to manage and secure your team's devices.

Find out more, online:

Click here

End-user compute - Services

Truis provides services for setup and configuration of End User Compute devices as part of our Endpoint Lifecycle services. End-User Computer Devices include Desktop Computer, Laptop Computer and Tablet Devices.

End-user compute - Bundles

Truis provides bundled services for End User Compute devices as part of our Endpoint Lifecycle services. These bundles are intended to provide a cost-effective, consolidated approach to endpoint management services.

Endpoint lifecycle- Disk shredding

Our team is here to ensure your organisations and your customer's information remain confidential and secure. We provide a range of data destruction services as part of our Endpoint Lifecycle services.

End-user compute - Services

Service	SKU	Price (ex GST)
Hardware Build	SVCS-PSFP1220	$ 40 / device
Image Load	SVCS-PSFP1200	$ 40 / device
Hardware Build and Image Load Bundle	SVCS-PSFP1222	$ 55 / device
Operating System Installation	SVCS-PSFP1223	$ 105 / device
Asset Tagging	SVCS-PSFP1221	$ 13.50 / device

End-user compute - Bundles

Service bundle	Features	SKU	Monthly cost (12 months)	Monthly cost (36 months)
Silver	• Hardware Build & Image Load • Asset Management (CMLive) • Anti-Virus • Patching Service • Remote Control • End of Life device removal & destruction* • Hardware and Software Auditing	SVCS-MNGD1291	$ 18 / device	$ 16 / device
Gold	• **Everything from Silver bundle** • 24x7 Support Desk	SVCS-MNGD1292	$ 40 / device	$ 38 / device
Fully managed	• **Everything from Silver & Gold bundle** • On-Site Installation • User Migration • Warranty Management	SVCS-MNGD1293	Price on application (PoA)	Price on application (PoA)

End-user compute - Services

Service	Quantity	SKU	Price (ex GST)
HDD Destruction	1-100 Disks	SVCS-PSFP1210	$ 18 / HDD
	101-250 Disks	SVCS-PSFP1211	$ 14 / HDD
	251+ Disks	SVCS-PSFP1212	$ 9 / HDD
LTO Media Destruction	1-100 Tapes	SVCS-PSFP1213	$ 10 / Tape
	101+ Tapes	SVCS-PSFP1214	$ 8 / Tape

Note: Prices in Australian dollars and exclude GST & delivery.
* Excludes Freight costs.

AI, data and analytics

Find out more, online:

Click here

We're enabling businesses of all sizes to benefit from AI. We use a tailored approach that gives our partners a cost-effective AI solution fit for their business needs.
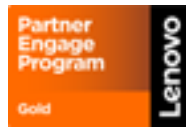
AI discovery workshop

AI is yet to be used at its full potential. Many businesses assume AI is only for large organisations with an endless budget - this isn't the case. Here at Truis, we provide Discovery Workshops to help customers identify business challenges (issues or opportunities) that could be addressed with the introduction of AI technology.

Service bundle	Features	SKU	Price (ex GST)

Lite	• Suitable for 8-12 Participants from a single team
	• 3 Hour Workshop with 1 Facilitator
	• Delivered Remotely or On-Site
	• Deliverables: AI Solutions Report
	• Workshop sessions include:
	  • Introduction to AI
	  • AI Usecase Identification
		SVCS-DVFP1310	$ 4,500

Medium	• Suitable for 12-24 Participants from a business department
	• 4 Hour Workshop with 2 Facilitators
	• Delivered Remotely or On-Site
	• Deliverables: AI Solutions Report with 1 Usecase Study
	• Workshop sessions include:
	  • Introduction to AI
	  • AI Usecase Identification
	  • AI Next Steps
	  • Playback
		SVCS-DVFP1311	$ 7,500

All Encompassing	• Suitable for 12-24 Participants from across a business
	• 2 Day Consultation with 2 Facilitators
	• Delivered On-Site (subject to availability)
	• Deliverables: AI Solutions Report with 2 Usecase Studies
	• Includes Travel and Accommodation
	• Workshop sessions include:
	Day 1
	  • Introduction to AI
	  • AI Usecase Identification
	  • AI Next Steps
	Day 2
	  • Deep Dive Sessions
		SVCS-DVFP1312	$ 20,000

Note: Prices in Australian dollars and exclude GST & delivery.
Prices exclude Travel and Accommodation unless otherwise specified.

Our partners

IBM Platinum Business Partner

Lenovo Partner Engage Program Gold

Cisco Partner

HP Partner First Gold

APC by Schneider Electric

Apple Authorised Reseller

aruba a Hewlett Packard Enterprise company

Canon

Cisco Meraki

citrix

COMMVAULT

DELL Technologies Gold Partner

EATON Powering Business Worldwide

ekahau WIRELESS DESIGN

EPSON EXCEED YOUR VISION

ergotron

FEC

FORTINET

FUJITSU

HUAWEI

ivanti

Jabra GN

JUNIPER NETWORKS

LG

logitech

ManageEngine

MICRO FOCUS

Microsoft Partner Silver

mimecast

NUTANIX

ORACLE Partner

paloalto NETWORKS

Panasonic

PHILIPS

Pulse Secure

Red Hat

SAMSUNG

SMSEagle

solarwinds

SOPHOS

SUSE

Synology

TOSHIBA

TREND MICRO

UBIQUITI NETWORKS

veeAM

VISION SOLUTIONS

vmware Partner Connect

+ MANY MORE

Our staff

Braithe Hollett

Systems Engineer

Braithe has been with Truis for 10 years, he has learnt his trade under some of the most experienced in the industry. He has achieved certifications across multiple vendors including, IBM, Cisco and Ekahau. Braithe has been working extensively over the past few years conducting wireless site surveys nationally and predictive site surveys internationally while also designing and implementing networking solutions across the country.

Epi Wu

Systems Engineer

Epi is an IBM AIX and Spectrum Protect specialist, being part of the IT industry for 18 years, Epi has been a dedicated specialist in all things IBM AIX and IBM platforms. Epi supports some of the big names in banking as well as our retail and manufacturing customers. Epi is meticulous with fine tuning the performance of all our customers systems to deliver the best performance and outcomes. Epi has also stepped in as an educator, sharing his knowledge and experience to customers around the globe.

Lars Kjaersgaard

Systems Engineer

Lars is a Systems Engineer with over 37 years in the IT industry. He has extensive experience with IBM i (AS/400) and IBM Midrange Systems. He has a Bachelor of Science and is certified as an IBM i and Maxava HA Administrator. His experience includes System Security Design Implementation and Migration, Data Replication between multiple systems and DR and Backup Solutions. Lars' current role revolves around Maxava Implementation, IBM i OS Support and Upgrades, and IBM i Performance analysis and configuration.

Phil Mayes

Service Desk Team Leader

Phil is our Service desk team leader and supports all our managed services customers. Phil is a certified windows server and windows 10 specialist and has been in the industry for 13 years. Phil enjoys supporting his team and striving for excellence, delivering outstanding service for all our customers and their technology.

Mitchell Jeffery

Systems Engineer

Mitchell has a strong background in data center virtualisation with both VMware and Microsoft Hyper-V. Mitch has been in the industry for 3 years supporting the majority of our windows and VMware customers throughout this time. Mitch continuously challenges himself day to day with learning new technologies and systems.

Kiel Coaton

Systems Engineer

Kiel has been working in the IT industry for 3 years. His experience in this time has been working in the education sector as an IT support specialist. Kiel has a strong background in windows environments and in end user services and support. Kiel strives for excellence in customer service and results.

Hector MacMillan

Systems Engineer

Hector has over 21 years in the IT industry with extensive experience in IBM i-(AS/400) systems. He has a Bachelor of Business and is certified as a Maxava HA Administrator. His expertise includes System Administration, Data Migration/Replication Administration and System Application Upgrades. Hector is now an iSeries Engineer and his current role includes OS Maintenance and Upgrades and Hardware Analysis Configuration. He has been heavily involved in a wide range of customer IBM i OS Upgrades and provides extensive IT support of IBM i environments.

Paul Cooper

Software Engineer

Paul has worked in IT for over 39 years with a focus on Retail, Banking, Warehouse, Distribution and Supply Chain Management software systems. He has extensive experience in the system development life cycle, recently primarily on the IBM iSeries (AS/400). Paul has extensive business process knowledge, and has implemented extensive cross platform and EDI solutions, with Retail, Warehouse and Supply Chain clients. He has also worked in the financial sphere on Mortgage Securitisation and associated instruments.

Brad Miller

Systems Engineer

Brad has been working in the industry for over 20 years, in several different roles and industries ranging from mining, construction to banking. Brad has been a part of Truis for 5 years supporting a range of technologies ranging from windows server platforms and Intel hardware to storage and back up through to hypervisor technologies including Hyper converged infrastructure. Brad enjoys learning everything there is to know about different technologies and constantly learning.

Adam Kaye-Smith

Systems Engineer

Adam has over 36 year's of experience in the IT industry, with most of his experience in supporting data networks and the Unix systems which includes Solaris and Redhat. He has a degree in business management with a major in Computing systems with a master's in data networking. Adam has worked for both the Queensland and Victorian Government and in the travel industry.

Tyler Johnson

Systems Engineer

Tyler has worked in the IT industry for 12 years and has a wide range of experiences with several technologies. Tyler has extensive knowledge in windows environments, networking and server storage technologies. Tyler supports a wide range of our clients ranging from retail businesses to supporting our small business customers. Tyler is a problem solver and always enjoys helping people and showing the in's and outs of a system.

Ben MacMillan

Systems Engineer

Ben has been a part of the IT industry for 5 years supporting a wide array of technologies. Ben's focus at Truis has been supporting our IBM managed service customers and has worked on a number of hardware integrations and on-site installations with a strong focus on customer service. Ben enjoys the simplicity of IBM systems and their integration into new technologies.

Success is better together.

Unlike your traditional IT company, here at Truis, we stand for something much bigger than just IT solutions.

We put people at the heart of everything we do and look beyond IT to unlock new business potential for our customers. We hope we can provide your business with our expertise in the near future.

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