
DEVICES

by

retrac 

Choosing hardware that is right for you

Hardware purchases for any company – no matter the size – are an investment. You’re investing in the right tools and systems to help your business, and your staff be efficient and productive.

Today’s modern-day market boasts more hardware options than we ever once imagined possible. New brands, new models, new software. How do you make the right decisions? Should you buy a consumer or business computer? What features or operating system do you need? What about the service and warranty? It can be tricky and time-consuming.

If your current hardware isn’t working as planned, you may face the following problems:

-  **Lack of continued support** - you spend wasted time on the phone held in a queue or speaking with ‘Support’ to try and solve your hardware problems.
-  **Your hardware isn’t Office 365 ready** – you’ve committed to digitally transform your business and want to use Microsoft Office 365 but your current computer.
-  **Left without a device** – your hardware needs to be sent to the manufacturer to be fixed. But now you are left with no backup device and no access to files.
-  **The shelf life of your product diminishes** – you’re constantly stuck without the latest Generation Intel® Core Processor. The result? The shelf life of your product (and your investment) is already cut short before you’ve even begun.
-  **Devices don’t connect** – From the printer, computer to mobile devices you have a hard time connecting and integrating everything.



We now have the support we need, when we need it.

Bron Davidson
Owner and Business Manager
Davidson Building Group

- **Lack of understanding of your business** – retail staff don't understand the needs of our business, and you're left with a machine that was solely intended for home or education purposes, not for the needs of a growing business.
- **Warranty issues** – you can't add commercial warranty to your retail model hardware.

Devices by Retrac is a comprehensive service that helps put you back in control of your hardware.

We provide IT hardware support to businesses all over Australia. Through our partnerships with Cisco, HP and Microsoft and other major brands, we help our customers' IT systems to function dependably and consistently every time. Unlike their consumer counterparts, our devices are designed for long-term, all day usage.

All device support includes help with licensing plus access to Connectivity and Cloud services, like Office 365 when purchased as part of Complete Cloud.

We offer:

- **IT Support per hour** - receive IT Support as and when you need it
- **Licensing support**
- **Access to Connectivity and Cloud services like Office 365**
- **Extended warranty and Advanced Exchange**

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key benefits:



Move your business forward with the right infrastructure.

As a registered Microsoft partner, we can provide you with the very latest Microsoft Surface Pro for Business (not available through retail) giving you access to Windows 10, Advanced Exchange, the latest 8th Generation Intel Processing and a device ready to deploy Office 365. We'll also be able to customise your hardware with the specific configuration options right for you.



Always on Devices

When you purchase your hardware from Retrac, you get premium support with our service known as 'Advanced Exchange.' We'll configure a temporary device, so you can carry on working right where you left off. You'll never be left without the tools you need to do your job.



Peace of mind

When you partner with Retrac, you gain access to options standard manufacturer warranties, services like HP's onsite support and Microsoft's Advanced Exchange - all of which are not available through a retail chain.



Save time and money

We'll save you time and money by contacting the vendor or supplier to fix your problem, so you don't have to waste hours on a support helpline.



Help when you need it.

Our experts are available to help you when things go wrong. With daytime, business hours support and emergency out-of-office hours, you'll have access to our helpdesk and advanced ticketing system to troubleshoot problems straight away.



User adoption

We'll help you and your staff by running training sessions to help get the most of your new device and software.

“
*We know we don't
have the expertise.*

*We need our IT
Partner to have it so
we don't waste our
time.*

”

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about

Established in 2008, Retrac is dedicated to helping our customers accelerate their business by using cloud technology. Servicing businesses in Melbourne and regional Victoria, we'll help you make smart technology choices, get the most out of your technology investments and protect your valuable data.

Wherever you are in your technology journey, we'll be there to make sure you get the hardware infrastructure and device support you need to solve your problems quickly, so we can keep your business running smoothly.

***Take your business to a new level of productivity and confidence with
Devices by Retrac.***

Contact us today on **03 8794 1900** or **support@retrac.com.au**



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