

Association IT support services

Small Associations frequently struggle with outdated technologies and lack the in-house expertise to maintain their critical IT systems. To address this, we offer a dedicated IT support service that ensures your security and governance needs are met with a modern, user-friendly system.

We will assist you in working towards the following two standards:

- Australian Institute of Company Directors [Cyber Security Governance Principles](#)
- Australian Cyber Security Centre [Small Business Cloud Security Guides](#)

The key benefits of our **Association IT packages** include:

Governance

- Centralised storage and backup of important data.
- Continuity of information for role-based accounts (e.g. treasurer, president)
- Avoid service provider lock-in by using a common platform (Microsoft 365)
- Your organisation retains ownership of your information
- Predictable IT costs.

Security

- Information is secured with multi-factor authentication
- Modern platform hosted in a secure cloud environment
- Secure collaboration and information sharing
- Defined security roles for access to confidential information
- 24x7 Security monitoring and response

Functionality

- Work anywhere from an active internet connection
- Easy deployment and access.
- Simple account setup on modern computing devices
- Synchronised information across multiple devices
- Large storage limits
- Video and chat collaboration capabilities

Our Services

Our IT Service plans are designed to grow with your association. They include a base management fee that covers the support of your organisation, along with two straightforward user options:

Cloud user option

Cloud users bring their own computing devices to access the associations services exclusively via a web browser or mobile phone app. This approach helps keep costs low by providing a simple, user-friendly interface while ensuring the security of the organisation's critical information is maintained.

Office user option

For full-time staff needing comprehensive system access, we offer a service that provides full access to the Microsoft 365 suite on managed computing devices, ensuring your staff have the necessary tools to work efficiently and securely.



Who are we?

We're a dynamic team of IT professionals passionate about helping others. Our goal is to deliver outstanding service and support to our clients. For over 15 years, Portable Systems has collaborated with The Association Specialists to serve small associations. We work closely with our clients to design and implement IT solutions that are effective both in the short term and long term.

Our Work

We carry out our work remotely using a range of remote management tools and access methods. This enables us to respond promptly to any issues you or your staff may encounter.

About You

However, enough about us, this is all about you. You are an association wanting the best out of your IT Environment. You're wanting predictable costs, reliable infrastructure, data security, friendly support, and overall peace of mind. If you'd like to find out more about what we do and who we are, visit our website [here](#)



Association IT Organisation Management

Domain and DNS Management	✓
Best practice security settings for Microsoft 365	✓
Dedicated client phone line via The Association Specialists phone system	✓
Monthly price per organisation:	\$100

Service Plan

	Cloud user	Office user
IT Support		
Phone and remote support during business hours (Mon to Fri, 8am - 6pm)	✓	✓
Support for Microsoft 365 applications in a web browser or mobile device	✓	✓
Support for Microsoft 365 desktop applications on a managed computer	X	✓
Support for other applications and services	POA	POA
IT Security		
Backup of Microsoft 365 Data	✓	✓
24x7 Managed Security and Response Operations Centre	✓	✓
Managed Computer	X	✓
Monthly price per user	\$25	\$75

Microsoft Cloud Services

	Cloud user	Office user
Microsoft 365 Licensing requirement	F3	Business Premium
Email, Contacts and Calendar	✓	✓
File storage and sharing	✓	✓
Collaboration (Video meetings, webinars and chat)	✓	✓
Web and mobile apps	✓	✓
Desktop applications (Word, Excel, Outlook, etc.)	X	✓
Monthly subscription price per user	\$12	\$32.90
Storage upgrade (if required)	\$9	included

Nonprofit Licensing

Your organisation might qualify for discounted Not for Profit licensing with Microsoft if you meet specific criteria. We can assist you with the application process.

Onboarding

Taking over IT support for an organisation can be complex. To ensure a smooth transition, we follow a standard onboarding process. This involves understanding your current environment, coordinating with your other IT vendors, and implementing the correct structure and security for your data.

Our once off onboarding fee is \$2,000

Data Migration

We charge per workload for data migration, ensuring you only pay for what you choose to transfer. **Data Migration costs \$250 per workload.**

Custom Solutions

In addition to our base plans, we offer custom IT solutions using the Microsoft 365 ecosystem to boost your Association's efficiency.

