



LET'S MAKE IT SIMPLE!

At Business IT Solutions we take the stress out of IT so that you can get on with the job you need to do.



Business IT Solutions

“ All our IT is with Business IT Solutions. I don't think we'd ever bring it in house because they're just that onto it. ”

- Chris Williams, Managing Director, Pack Tech Moulding



CONTENTS

ABOUT BITS	2
MEET ALEX	3
OUR VALUES	4
MEET THE TEAM	5
OUR SERVICES	6
IT MANAGED SERVICES	8
SOFTWARE DEVELOPMENT	9
OUR CLIENTS	10
UPSTREAMNZ	13

ABOUT BITS



Everyone's got some frustrations with IT services. When you're dealing with Business IT solutions you're getting freedom away from those problems.

We're always looking for innovative ways to support our clients by providing them with solutions that help. We're not going to sell you the flavour of the month. It's about making sure you have something that's actually going to have a good return on investment... something that ultimately makes you happy, makes your shareholders happy and makes your staff happy.

We provide all your general infrastructure needs. That could be anything from servers to cloud,

desktop repairs, laptops and phones.

We also provide software solutions. You might have multiple applications and they're not talking to each other. We can make those applications talk. And that usually saves you a lot of time and money because it means you're more efficient and your customers get a better experience.

That's what our passion is and that's what we love to do – we want to make your business better.

MEET ALEX



“I understand that IT isn’t everyone’s cup of tea. It’s certainly mine!”

Business IT Solutions was started in Alex’s lounge in 2006. He was a one-man band for the first five years of business, but due to his continued passion and hands-on approach, he’s grown the company year on year.

Like the rest of the team, Alex’s favourite thing about going to work each day is that he gets to create programs from scratch that solves the problems his clients are facing. There’s nothing better to him than delighted customers!

When you see one of the BITS cars out on the road, that’s all Alex’s doing. He loves tinkering with cars and does all the fleet maintenance himself!

“We’ve been working with Alex for over ten years now and he’s really helped our business develop and grow.” - *Louise Neville, Chartered Accountant and Business Mentor, Accounting Solutions Ltd.*





OUR VALUES

SIMPLICITY



We believe in solutions that are simple and intuitive. We don't use jargon and we make sure the solutions work for your business.

COMMUNICATION



We're a small team of good blokes. When you call us, you know who you're talking to and we know your business.

EXPERTISE



We make sure the problem is fixed properly. Whether that's getting your computer running faster, or developing fit-for-purpose software.

RELIABILITY



We deliver on our promises! We do what we say we will, when we say we'll do it. You can count on us to deliver the right solutions!

MEET THE TEAM



BRENT ROFFEL

Service Delivery Manager

Brent's here to make sure everything runs smoothly. He firmly believes in helping you work smarter, not harder.

CALEB BOYD

Senior System Engineer

Caleb left the big IT firms for the culture of BITS and the ability to form great partnerships with his clients.



BEN McCAMMON

System Engineer

Ben's a "fixer" at heart and he enjoys the challenge that comes with fixing what's broken helping to improve the way you work.

UJ RUWANPATHIRANA

Support Engineer

UJ's is the newest team member, and arguably the funniest. Like the rest of the team, UJ's got the passion for fixing things in his DNA.



RAJNISH SODHI

Software Engineer

Rajnish loves that his job means he gets to develop custom software solutions by linking different technologies together and integrating multiple systems into one.

OUR SERVICES



MANAGED IT SERVICES

Partnering with Business IT Solutions means you deal with **one company** for all your IT needs.

We speak your language and can look after your software, hardware, phones, servers, internet and more.

You can choose between a monthly plan or pay-as-you-go.



NEW SYSTEMS DEVELOPMENT

Developing custom software for your business is what we do best!

Our team of developers can build you a made-to-measure software solution that meets the needs of your specific business. And, with over 15 years of experience developing custom software, we'll also have some ideas for improvements you've never thought of.





PROCESS INTEGRATION & AUTOMATION

Automation is simply taking your everyday tasks and processes and making them simpler, quicker and error-free.

We can work within your existing IT environment to integrate and automate your business processes.



SECURITY & BACKUP

Worried about email scams and the security of your intellectual property? This can be especially worrying if you have staff working from home.

We'll test the security of your email and firewalls and make sure that you've got the best possible protection for your critical information.



REPORTING & MONITORING

Want real-time information at your fingertips? Today's customers require greater transparency and reporting of their jobs. We can develop custom reports and dashboards that allow you to see exactly what's happening in your business. And allows your customer to see exactly what's happening with their jobs.



TRAINING

Ensuring your staff have the right training and documentation is your insurance policy against losing valuable IP when your staff leave.

We get that computers can be frustrating. We can help your staff better understand and use the systems they work with.



BUDGET & STRATEGY SUPPORT

When you have an IT strategy supported by a budget line, you enable your business to plan for growth and you avoid any costly surprises.

An IT strategy is your blueprint for success. BITS can look at your short, medium and long term goals and develop a blueprint that fits your budget.

MANAGED IT SERVICES

Make **IT** simple with one company who supports you today... and develops what you need for tomorrow.

Partnering with Business IT Solutions means you deal with one company for all your IT needs. We speak your language and can look after your software, hardware, phones, servers, internet and more.

We're your one-stop shop. If you're sick of dealing with different suppliers and contractors, we can take care of it all. We can look after your:

- software and hardware.
- internet and phones.
- server selection and maintenance.
- security and backup.
- general IT support.
- cloud computing.
- repairs and upgrades.

Need help picking the right computers and hardware? You can also take advantage of our long-standing relationships with suppliers and providers to get the best solutions for your IT budget.

You can enjoy priority response and 24/7 helpdesk support from our Christchurch-based team. We know how frustrating it is when your systems aren't performing and we're here to make sure your team gets the best possible IT experience.

Many of our managed IT customers choose BITS because we listen. We're a team of average Kiwi blokes who want to make sure you're getting the best from your IT investment. That means we speak your language and we won't drown you in jargon.

If you've got branches around New Zealand, we have a network of trusted partners who can provide on-the-ground support to your teams.



SOFTWARE DEVELOPMENT

If you need a new system but can't find one that does exactly what you want, you don't need to settle for second best. We can develop a solution that incorporates product design, logistics, HR and more into one integrated, complete system.

Developing brand new, made-to-measure, software for your business is cheaper and easier than you think!

Developing custom software for your business is what BITS does best! Our team will work with you to map your business and discover what you need. With over 15 years developing custom software, we'll also have some ideas for improvements you've never thought of.

There can be real problems with out-of-the-box software. By the time you've purchased your new software and paid for developers to make the necessary changes to fit your business, you've spent a lot of money. Not to mention hidden costs and barriers like licences, an overseas helpdesk,

mandatory upgrades and an inability to change as your business changes.

Our team of software developers are the best. They're experts at ensuring that no matter how complex your software needs to be, the user experience is simple and intuitive. Having your new system developed locally means we're always close at hand if you need changes as your business grows. And, it means we can provide on-site training for your team.



PACK TECH MOULDING

“They’re extremely proactive. They’re always really keen to fix problems. They know that problems are pain so they do all that they can do to fix it. It’s in their DNA.”

Pack Tech Mouldings is located in the Izone Business Hub in Rolleston. They manufacture food-grade plastics and packaging in their custom-built plant on Link Drive.

Managing Director, Chris Williams, has been working with Alex and Business IT Solutions for eight years.

“When we first started with Alex, he was providing basic IT support. As IT’s evolved, we obviously needed to evolve as well, especially being in manufacturing.

“We just said hey, we need this service, and next thing we know, they’re providing support in all these other areas as well. They keep our phones and email going. They manage everything and do all the admin. Day-to-day they’re all on it. This week they’ve been in here two days because they’re integrating new hardware and setting up new users.”

From early on, Business IT Solutions have been providing Pack Tech with software development in addition to providing basic IT support.

“In terms of developing various pieces of software for us, we started them out doing timekeeping software. That was us testing them, and they did that very well.

“They’ve done a whole lot of development for us recently. As we’ve had to improve productivity as a manufacturer, we had to use technology. And some of those things you can buy off the shelf, but a whole lot of stuff you can’t.

“They’ve developed systems to capture all our critical information for our operations. Every product that we make for our customers has a whole lot of information - from how to set up the machine, to what the customer wants. Business IT Solutions built a system that we call an Operations Database that captures all of that.



“Then we have another system that’s an off the shelf product that’s built specifically for manufacturing that we integrate with the Operations Database. We put jobs into the system which then pulls out all the customer-specific information and pulls it through and integrates with our planning software.

“We rely on them a whole lot. They know what we’re doing, they know what we’re about and they know the typical customers that we’re dealing with. They’re popping solutions in our inbox all the time. They’re extremely proactive. They’re always really keen to fix problems. They know that problems are pain so they do all that they can do to fix it.”

“ All our IT is with Business IT Solutions. I don’t think we’d ever bring it in house because they’re just that onto it. ”



SafePower Services
safepowerservices.com

SAFEPOWER SERVICES

John McNeill is the Managing Director of SafePower Services. His relationship with Alex goes back over five years.

“Going back that far is blurry,” John admits. “We hit it off right from the start. Alex goes out of his way. He’s a nice guy and he knows what he’s doing.”

“A lot of IT people are nerds. These guys are nerds, but personable nerds. And I like that. Alex doesn’t have a problem with coming down to my level. I don’t like people who speak their own jargon when I’m paying for them.

“Business IT Solutions do everything from hardware replacement, breakdowns, and developing software. They act as consultants. If there’s something new coming through I get Alex to have a look at it then he can give it to me in the right language so I can fully understand it. We interact fully.”

A few years back, John started looking for new software.

“I was looking for software where I could guarantee efficiencies in administration, billing and process. We needed one collective system.”

“I knew what I wanted and I knew the weaknesses that we had,” says John. Together, John and BITS have developed a comprehensive job tracking system with some incredible features.

“It has so many smart features in it. If you forget to do something it actually pulls you up. With the new system, our partners can have their own webpage where they can track their jobs. We want to be able to give that transparency for our customers. They’re able to see where we’re at with a job so that it cuts down on the phone calls.”

UpstreamNZ

The new fundraising model helping Christchurch kids | upstreamnz.co.nz

Mitch Shaw is an ex Youth Worker with a big heart and an even bigger vision. He's founded UpstreamNZ, a digital business directory that generates funding for children's charities.

"The typical fundraising model is the same for schools, trusts and charities. And it relies on people and organisations to give stuff for free – whether that's their time, product or money."

"I knew there had to be a better, more sustainable way for charities to fundraise," says Mitch.

So how does UpstreamNZ work?

"UpstreamNZ connects people who want to make their dollar do good. They're going to spend their money anyway, UpstreamNZ allows that dollar to create a positive community impact instead," Mitch explains.

"We have a directory of businesses who will contribute a portion of what you pay to the UpstreamNZ approved children's charities," explains Mitch. "It's a win/win/win situation. You win by knowing your dollar is doing good, the business wins by getting a new customer, and the charity wins by benefiting from the contribution."

Business IT Solutions is one of the businesses involved in UpstreamNZ. Managing Director, Alex Brouwer, is a big fan of the UpstreamNZ model. "I love the feel-good factor of just knowing that you're involved in something that's a really positive thing. As a busy person,

especially running a small business, you feel like you're contributing something without all the extra work."

What's the real impact of UpstreamNZ?

James Harris' organisation CDN Trust uses their UpstreamNZ funding to provide better support to the young people of Christchurch.

"There's a lot of young people that need support. We've been able to add an additional youth worker on the East side of Christchurch. Their main focus is on helping those kids get plugged into their community and get involved in youth activities locally."

Mitch recently received a letter from the mother of a young person helped by UpstreamNZ funding.

"I'm so grateful for the funding of the sessions for my daughter. I don't know how I would have been able to benefit her wellbeing and how she would have handled some really traumatic recent events without access to this funding," this Christchurch mother writes.



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