

Unicorn IT Group supports Australian medical practices, specialists, allied health providers and clinics with secure, reliable IT. We keep practice systems running, patient data protected and clinicians focused on care.

What we deliver

- Practice management system support: Best Practice, MedicalDirector, Genie, Medilink, Front Desk and allied health platforms
- Patient data security: encryption, access controls, MFA, audit logging and secure messaging aligned to privacy obligations
- Compliant backup and recovery: immutable, tested backups including Office 365 backup for mailboxes, SharePoint and documents
- Telehealth and remote care: reliable video consult setups, room endpoints and QoS-enabled networks
- Medical device and IoT security: network segmentation for monitors, imaging, printers and guest Wi-Fi
- Cyber security uplift: SentinelOne and Huntress MDR, Essential Eight maturity, phishing simulations and evidence packs

Why Unicorn IT Group

- 15 minute critical incident response target under our managed SLA
- 24/7 monitoring and managed detection and response for every endpoint
- Australian-hosted cloud and backup infrastructure with nationwide support
- Evidence packs for accreditation, insurers and audit questionnaires
- Clinic fitout experience from cabling and Wi-Fi to go-live support

Proof in the field

- 190-site healthcare SD-WAN built to ISO 27001 and DISP requirements
- Essential Eight and ISO 27001 uplift for a professional services firm in 18 months
- Regional council public Wi-Fi and community facility connectivity across 160 sites
- Remote telehealth and site connectivity delivered over Starlink and SD-WAN

Included in every managed plan

- Unlimited remote support with a 15 minute critical response target
- SentinelOne endpoint security and Huntress managed detection and response
- Email protection against spam, phishing, malware and ransomware
- Microsoft 365 and Office 365 backup and recovery
- Monitoring, patching, IT governance reporting and web hosting

Talk to us

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