



UNICORN
IT GROUP

[Book a free IT review](#)



Unicorn IT Group

Servicing businesses all over Australia

Managed IT Services

One provider, one invoice, no surprises

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Office

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What you get

Our Managed Services package wraps your entire technology environment into a single engagement. We look after your devices, Microsoft 365 tenancy, security posture, backups and help-desk support so you can focus on running your business instead of chasing IT vendors.

Whether you are a small team without an internal IT resource or a growing business that needs a reliable partner, we scale the service to fit. Every engagement starts with a baseline audit and ends with a clear roadmap, monthly reporting and a local engineer who knows your name.

Core inclusions

Fully Managed IT Support

Unlimited remote and on-site support for every device, printer and person in your office. We become your IT department.

Microsoft 365 Management

Tenant administration, licence optimisation, Exchange, Teams, SharePoint and OneDrive structure — kept secure and up to date.

Security & Endpoint Protection

Essential Eight aligned hardening, multi-factor authentication, endpoint detection and email filtering.

Office 365 Backup & Recovery

Immutable, off-site backup of Exchange, OneDrive and SharePoint data with fast recovery when you need it.

Proactive Monitoring & Patching

24/7 monitoring, patch management and health checks so issues are caught before your team notices them.

INCLUDED WITH EVERY PLAN

Standard inclusions, no hidden extras

Australian-based support

Local engineers who understand your business, available during Australian business hours.

Monthly reporting

Clear monthly reports on tickets, patching, security events and the health of your environment.

Dedicated account engineer

A consistent point of contact who knows your environment and can escalate when needed.

Baseline audit

We document your current setup, risks and priorities before work begins so nothing is missed.

Technology roadmap

A practical plan that aligns your IT spending with your business goals over the next 12–24 months.



Huntress MDR is standard

Every Managed Services engagement includes Huntress Managed Detection and Response. That means 24/7/365 SOC monitoring of your servers, workstations and Microsoft 365 environment.

- ✦ Endpoint and server MDR
- ✦ Office 365 identity and mailbox monitoring
- ✦ Ransomware and human-led threat hunting
- ✦ Fast isolation and incident response

Choose the right tier

Three predictable tiers designed for different business sizes and risk profiles. All plans include Australian-based support and our core security foundation.

What is included	Basic Essential cover	Silver Most popular	Gold Complete protection
Unlimited Remote Support	✓	✓	✓
Microsoft 365 Management	✓	✓	✓
Proactive Monitoring & Patching	✓	✓	✓
Office 365 Backup & Recovery	✓	✓	✓
Email Protection Service	✗	✓	✓
SentinelOne Endpoint Security	✗	✓	✓
Huntress MDR	✓	✓	✓
Web Hosting (Domain, DNS, VPS)	✗	✓	✓
IT Governance & Roadmap	✗	✓	✓
Strategic Quarterly Reviews	✗	✗	✓
On-site Support	As needed	As needed	As needed
After-hours Critical Support	✗	✗	✓

Need something tailored? Every plan can be customised to match your environment, compliance requirements and budget.

Industry specialties

We support businesses in every sector, with dedicated practices for two where generic IT does not cut it.

UPTIME IS PRODUCTION

Mining & Resources

Site-to-shore connectivity, OT/SCADA segregation, ruggedised site networks, ROC support, FIFO onboarding and 24/7 monitoring for operations where downtime is measured in tonnes.

GOVERNANCE FIRST

Local Government & Councils

ICT governance frameworks, risk registers, security audits and Essential Eight uplift, records compliance, business continuity and free public Wi-Fi across libraries and community facilities.

How to get support

We keep support simple. Choose the channel that suits your issue and our team will triage it during business hours.



Call us

1300 904 635

Best for urgent issues and outages



Email us

support@uitg.com.au

Best for requests and non-urgent issues



Support Portal

uitg.syncromsp.com

Track tickets and request help online

Basic SLA

Clear response targets during Australian business hours. Resolution times depend on the complexity of the issue.

Priority	Examples	Response
Critical	Complete outage, server down, no email	15 minutes
High	Single user unable to work, printer fleet down	1 hour
Standard	New user setup, software install, how-to questions	4 hours
Low	Non-urgent requests, quotes, planning	Next business day

Exact SLA terms are documented in your Managed Services agreement. After-hours critical support is available on request.

Ready to stop managing IT alone?

Book a free 30-minute review and we will show you exactly what Managed Services looks like for your business — no lock-in, no jargon.

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