



# UNICORN IT GROUP

Managed IT · Cyber Security · Connectivity

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**IT that just works.**  
**Security you can prove.**

One Australian partner for your help desk, devices, Microsoft 365, networks, backups and compliance — with flat monthly pricing and no surprises.

**SERVICING BUSINESSES ALL OVER AUSTRALIA**

1300 904 635 · [hello@uitg.com.au](mailto:hello@uitg.com.au) · [unicornitgroup.com](http://unicornitgroup.com)  
Sydney · Perth · Nationwide

## WHO WE ARE

# Your IT department, without the headcount

Unicorn IT Group is an Australian managed service provider. We look after the technology that keeps your business running — devices, people, cloud, networks and security — under one agreement, one invoice and one number to call.

**24/7**

Monitoring and MDR

**15 min**

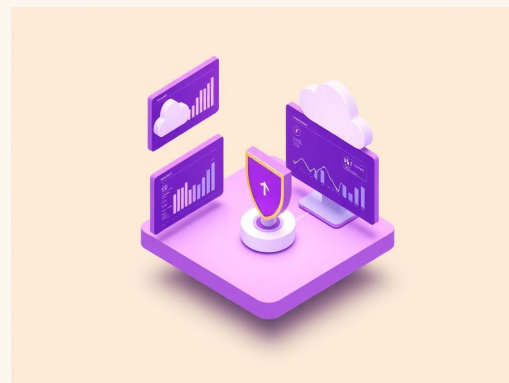
Critical response target

**100%**

Australian-based support

**1**

Partner for everything



## Why businesses move to us



### Flat, predictable pricing

No hourly billing surprises. Unlimited remote support is included in every plan.



### Security is not an add-on

Huntress MDR, MFA, patching and Essential Eight alignment come standard.



### Engineers who know you

A dedicated account engineer, monthly reporting and a documented environment.



### Genuinely nationwide

Metro offices, regional and remote sites — from CBD towers to mine sites and cattle stations.



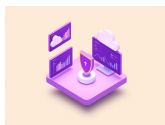
### Vendor-neutral advice

We buy hardware, licences and connectivity on your behalf at the right price.

## WHAT WE DO

# Everything under one roof

Pick the pieces you need today, add the rest as you grow. Every service is delivered by the same team, documented in the same system and reported on together.



### Managed IT Services

Fully managed support, monitoring and patching for every user and device.



### Help Desk & IT Support

Unlimited remote support with real people and fast response targets.



### Cyber Security

MDR, endpoint protection, MFA, hardening and 24/7 threat hunting.



### Cloud Services

Microsoft 365, Azure, Google Workspace and private cloud hosting.



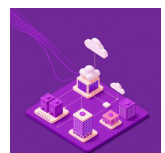
### Office 365 Backup

Microsoft does not back up your data. We do — immutably, off-site.



### Network Management

Firewalls, switching, Wi-Fi and SD-WAN designed, built and monitored.



### Private Networks

Dark fibre, metro ethernet, SD-WAN and international wavelengths.



### Web Hosting & DNS

Domains, DNS, websites and VPS from \$10/month with SSL included.



### Procurement

Hardware, software, licensing and office furniture at partner pricing.

#### Also available:

VOIP & 3CX · CCTV and access control · Managed print · Servers & storage · Office fit outs · NBN & business internet · Public wireless · Password management · Security awareness training · Email protection · Virtual CIO/CTO · Penetration testing

# Choose the level of cover you need

Three predictable tiers, all with Australian-based support, unlimited remote help desk and our core security foundation included.

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

## Huntress MDR is standard on every plan

24/7/365 SOC monitoring of your servers, workstations and Microsoft 365 environment.

- Endpoint and server MDR
- Microsoft 365 identity monitoring
- Ransomware threat hunting
- Fast isolation and response

*Every plan can be tailored to your environment, compliance requirements and budget.*

## How onboarding works

01

### Baseline audit

We document devices, users, licences, security posture and risks.

02

### Remediation plan

A prioritised, costed plan: quick wins first, projects scheduled.

03

### Onboard & harden

Agents deployed, MFA and patching enforced, backups verified.

04

### Run & improve

Monthly reporting, roadmap reviews and continuous uplift.

# Prove your security, don't just claim it

We secure your environment against real-world attacks and give you the evidence auditors, insurers and clients ask for.

## Managed detection & response

Huntress and SentinelOne with 24/7 human-led threat hunting and isolation.

## Identity & access

MFA everywhere, conditional access, privileged access control and Keeper password management.

## Email protection

Advanced filtering, impersonation defence and quarantine management.

## People

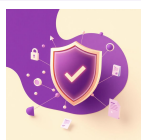
Phriendly Phishing awareness training and simulated phishing campaigns.

## Application control

ThreatLocker allowlisting and ringfencing to stop what antivirus misses.



## Frameworks we take clients through



### Essential Eight

ACSC maturity uplift with evidence and a roadmap to Level 2 or 3.



### SMB 1001

Practical tiered certification for small and medium Australian business.



### ISO 27001

Full ISMS: policies, risk register, controls and audit readiness.



### NIST CSF

Identify, protect, detect, respond and recover — mapped to your risks.

## Penetration testing & security audits

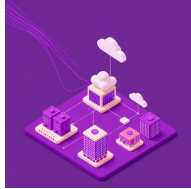
External, internal, web application and cloud/Microsoft 365 penetration testing mapped to OWASP and NIST, with remediation walkthroughs, free re-testing and sample reports available on request.

## Security awareness that sticks

Phriendly Phishing simulations and short micro-training modules, with reporting by team so you can see who needs help — because most incidents still start with a person, not a firewall.

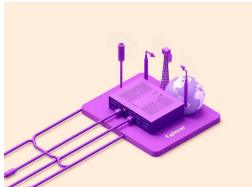
# From the CBD to the middle of nowhere

We design, build and manage networks anywhere in Australia — enterprise fibre in the city, microwave and satellite where fibre will never reach.



## Private networks

Dark fibre, metro ethernet, SD-WAN and international wavelengths up to 100Gbps for organisations that cannot share a network.



## Business internet

Enterprise ethernet, NBN, 4G/5G failover and Starlink for remote sites, with SD-WAN bonding to keep sites online.



## Wi-Fi & public wireless

Ubiquiti and Meraki designs with heat mapping, captive portals and free public Wi-Fi for councils and venues.

## Where we work

### New South Wales

Sydney, Newcastle, Wollongong, regional NSW

### Western Australia

Perth, Karratha, Port Hedland, Kalgoorlie, mine sites

### Victoria & SA

Melbourne, Geelong, Adelaide and regional centres

### QLD, ACT, NT & TAS

Brisbane, Gold Coast, Canberra, Darwin, Hobart

## Carriers and vendors we work with

Swoop Broadband · Vocus · Telstra · Starlink · Vodafone · Ubiquiti · Cisco Meraki · WatchGuard · NEXTDC · APC — the right tail and the right hardware for each site.

## Designed, installed and monitored

Documented design, configuration backups, 24/7 monitoring and firmware lifecycle management, all under your managed agreement.

# Real people, clear targets

Log a ticket by phone, email or the support portal. Every request is triaged against a published response target and tracked to resolution.

## 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

## Response targets

| Priority        | Examples                                 | Response                 |
|-----------------|------------------------------------------|--------------------------|
| <b>Critical</b> | Complete outage, server down, no email   | <b>15 minutes</b>        |
| <b>High</b>     | A user cannot work, printer fleet down   | <b>1 hour</b>            |
| <b>Standard</b> | New user setup, software install, how-to | <b>4 hours</b>           |
| <b>Low</b>      | Non-urgent requests, quotes, planning    | <b>Next business day</b> |

## Included with every engagement

### Baseline audit

We document your environment, risks and priorities before work begins.

### Dedicated account engineer

A consistent point of contact who knows your business.

### Monthly reporting

Tickets, patch compliance, security events and environment health.

### Technology roadmap

A 12–24 month plan that aligns IT spend with business goals.

### Documentation in Hudu

Your environment fully documented — and it stays that way.

### Onboarding & offboarding

Standardised staff setup, device builds and secure offboarding.

### What our clients notice first

Tickets get answered by someone who already knows their environment, and the same problems stop coming back. Documentation, standardised builds and proactive patching remove most of the noise within the first 90 days.

# Where generic IT does not cut it

We support businesses in every sector, with dedicated practices where uptime, compliance or geography make IT genuinely hard.

## 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, Essential Eight uplift, records compliance, business continuity and free public Wi-Fi across libraries and community facilities.

## PRIVACY WITHOUT FRICTION

### Medical & healthcare

Practice management support, secure messaging, RACGP and privacy-aligned controls, imaging storage and multi-site clinic connectivity.

## SITES THAT MOVE

### Construction & home building

Fast site office connectivity, mobile device fleets, display home networks and Microsoft 365 for teams that are never in one place.

## Also well travelled in

Professional services

Legal

Not-for-profit

Manufacturing

Retail & hospitality

Logistics & freight

Agriculture

Defence supply chain

Research & science

Real estate



They understood our compliance obligations before we finished explaining them, and they were the only provider willing to support our remote sites properly.

Operations manager, national healthcare group — 190 sites

# A few of the projects behind the promise

Over 40 documented case studies across healthcare, mining, government, construction and logistics. Here is a sample.



## 190 medical centres, one secure network

SD-WAN over Swoop 1Gbps enterprise ethernet across 190 sites, delivered alongside ISO 27001 and DISP-aligned governance.

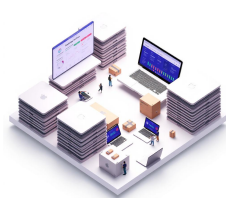
[unicornitgroup.com/case-studies](https://unicornitgroup.com/case-studies)



## Remote airport wireless

Starlink, Ubiquiti and WatchGuard bringing reliable connectivity and public Wi-Fi to a remote regional airport.

[unicornitgroup.com/case-studies](https://unicornitgroup.com/case-studies)



## 2,000 MacBooks, zero-touch

Nationwide supply and JAMF zero-touch enrolment of 2,000 Apple devices with full MDM and compliance reporting.

[unicornitgroup.com/case-studies](https://unicornitgroup.com/case-studies)



## Essential Eight + ISO 27001 in 18 months

ThreatLocker and Inforcer underpinned a staged control programme that delivered certification on schedule.

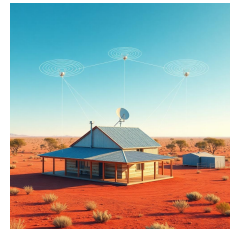
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## 800TB drone data demerge

Wasabi and LucidLink migration of 800TB of survey data during a corporate demerge with no production downtime.

[unicornitgroup.com/case-studies](https://unicornitgroup.com/case-studies)



## Cattle station on Starlink

Managed Starlink and SD-WAN keeping a remote station's office, weighbridge and cameras online year round.

[unicornitgroup.com/case-studies](https://unicornitgroup.com/case-studies)

### Also in the library

Essential Eight uplift for a national law firm · 100Gbps dark fibre for a medical research institute · six-hop solar microwave network · Hyper-V replication into NEXTDC · 3CX phone systems for healthcare · Meraki CCTV for childcare · JAMF fleets · Wasabi immutable backup.

### Want the detail?

Every case study includes the brief, the design, the hardware and carriers used, measurable outcomes and lessons learned. Read them all at [unicornitgroup.com/case-studies](https://unicornitgroup.com/case-studies), or ask us for the two most similar to your environment.

## PARTNERS

# The vendors behind our stack

We hold direct relationships with the vendors we deploy, which means better pricing, faster escalation and advice that is not guesswork.

● **Microsoft**

● **Huntress**

● **SentinelOne**

● **ThreatLocker**

● **Keeper Security**

● **Cisco Meraki**

● **WatchGuard**

● **Ubiquiti**

● **Wasabi**

● **Cove Data Protection**

● **NEXTDC**

● **Swoop Broadband**

● **Starlink**

● **Syncro MSP**

● **Hudu**

● **Inforcer**

● **3CX**

● **Dicker Data**

● **Leader Computers**

● **PAX8**

● **HP**

● **Dell**

● **Lenovo**

● **Phriendly Phishing**

Plus APC · Konica Minolta · Yealink · Logitech · Metabox · Synergy Wholesale · 4Cabling · Vodafone · Qantas · Surface for Business.

## Let's talk

Book a no-obligation baseline audit. We'll review your environment, flag the risks and give you a written plan and fixed monthly price.

**1300 904 635**

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