We put security first.
You should too.

The Xari Xpert Manage® Suite

XARI IT AID

Helpdesk & support services that Improve productivities and end-user experience.

We pride ourselves in our ability to recognize and predict our client's needs. We fully understand employee maximisation and production needs, while aligning to business standards through consultative budgeting and implementation. We understand that every minute your team is down you are losing valuable time, efficiency, and profit. Providing full-service IT solutions that exceed industry standards allows us to help your business succeed.

We respond even before issues arise with our proactive consulting and support. We give you a phased, organised plan to fit your capital budget and meet short- and long-term priorities. We monitor your service after hours to prevent potential downtime, proactively check backups, and test data restoration plans. You will maximise employee productivity through our active technology management.

The key goal of XARI IT AID is to reduce the amount of time you spend dealing with computer issues.

We take the headache out of IT support by providing your organisation with the key technical skills to help your business run smoothly. Computer and server breakdowns are harmful to business productivity. In some cases, a full system outage can stop a business from operating all together. **Xari IT Aid** monitors and maintains your critical computer systems; installs and configures hardware and; of course, solves technical problems.

XARI IT AID handles system maintenance for your desktops/laptops and servers and integrates seamlessly into your business. Simply pick up the phone or lodge a ticket thru our user-friendly client portal and our team of skilled engineers will help you out.

xarigroup

Xari Group Pty Ltd is a security-first MSP (Managed Services provider) based in Brisbane, with over 10 years of experience and expertise in IT and now cyber security, working with SMBs of varied size from diverse industries.

The Xari Xpert Manage® Suite
XARI IT AID

Want more than reactive service?

Xari IT Aid helps keep your hardware and servers running at peak performance, including:
- Maintenance services including patching, spyware, antivirus and preventive tasks.
- Monitoring, alerting and escalation including 24/7 or after business hours.

We extend our services to include preventive maintenance for desktops & laptops, patch management, antivirus/antispyware, preventative maintenance, and asset/inventory reporting. As well as preventive maintenance for servers including monitoring, patch management, antivirus/antispyware, server administration, troubleshoot and fix, and move/add/change on users/groups.

The XARI IT AID Complete Service Coverage

Governance
We help you draft the rules about how you and your team can use your company's technology and what you're allowed to use it for. IT governance plays a vital role in IT security as well as 'data assurance' which the whole IT team is responsible for.

Infrastructure
This is all of the hardware components, network and other equipment necessary to make your IT systems function exactly the way you would like it – and the way that equipment are designed to run.

Functionality
Maintenance and operation of the applications that run on your infrastructure, including the Operating System (OS) and the applications that run on top of the OS, including data management.

IT Network Responsibilities
Networks aren't just cables plugged into the back of modems. They can be extremely complex, especially once multiple office locations are considered, coupled with the need for increased security. It's therefore imperative that companies employ highly skilled, and most importantly - experienced IT professionals.

Infrastructure
IT isn't just computer operations and other information technologies within a business anymore. Communications that rely on IT networks now extends further into company communication with technologies like phone systems, conference calls, video and web conferences and chat systems being integrated just as much as traditional email systems have.

Technical Support
This extends to installing new software or hardware and repairing faulty hardware. Staff training in new software and systems is key along with troubleshooting problems with the system or with an individual's computer.