

**PREMIER**

Technology Solutions



**Beyond Quick Fixes:  
Building a Robust  
IT Foundation for Future Growth**

**FREE ASSESSMENT INSIDE!**

# Introduction

In today's dynamic digital landscape, reacting to IT issues as they arise is no longer enough. With over two decades of industry leadership, we have closely collaborated with mid-market businesses and forged strong partnerships with leading technology vendors, positioning Premier Tech as a trusted guide through the dynamic landscape of technological evolution.

What used to be a simple call for server maintenance or software installation has transformed into a demand for more strategic IT. Having analysed hundreds of businesses, a clear pattern has emerged. The standout businesses, poised for scaling and growth, are anchored by **Three Essential IT Pillars:**

**1**

## Responsive & Effective IT Support

It goes beyond quick fixes. The most successful businesses prioritise disruption minimisation, safeguarding data rigorously, and ensure relentless operational efficiency. Their IT support doesn't merely react; it preemptively addresses potential pitfalls.

**2**

## Proactive IT

Thriving businesses exhibit a noticeable shift; they don't wait for threats to manifest, they are consistently a step ahead, securing and fine-tuning their systems in the ever-evolving digital landscape. Their IT isn't just about defence; it's about forward-thinking protection.

**3**

## Strategic IT

For industry leaders, IT isn't a backroom operation; it's a strategic frontline. These businesses leverage IT roadmaps that extend beyond today's fixes, focusing on tomorrow's vision. They view IT as an investment leading to tangible cost savings, optimal resource allocation, and an undeniable competitive advantage.

This guide presents a comprehensive 3-part assessment that will help you assess the future-readiness of your IT. By the end of this assessment, you'll be able to articulate the key areas that need to be addressed and realign your IT to enable your business to continue to thrive and grow.

If there are areas you're unsure about or would like to discuss your Technology Assessment Results, contact **Premier Tech** at [talktous@premiertech.com.au](mailto:talktous@premiertech.com.au) or **1300 767 648**. We can provide tailored advice, offer solutions, and even help in the implementation of recommended changes.

# Assessment

## Instructions

When taking the assessment, consider the performance of your IT function (internal and external) over the past year. For each question, select the option that most aligns with your experience. Remember, there are no right or wrong answers—just provide an honest assessment.

### PART 1

## How Responsive and Effective is Your Support

- 1 When you face an IT issue, how quickly is it resolved?**
  - Within an hour: **2 POINTS**
  - Within a few hours: **1 POINT**
  - Takes days or never gets resolved: **0 POINTS**
- 2 How prompt is the response that you are currently receiving?**
  - Within 30 minutes: **2 POINTS**
  - Within 60 minutes: **1 POINT**
  - Over 60 minutes: **0 POINTS**
- 3 Are third-party liaisons effectively managed for your tech needs (e.g., internet connections, software applications and any telephony issues)?**
  - Always: **2 POINTS**
  - Sometimes: **1 POINT**
  - Rarely or never: **0 POINTS**
- 4 How would you rate the management of minor technical changes or adjustments?**
  - Seamless and fast: **2 POINTS**
  - Takes time but gets done: **1 POINT**
  - Often overlooked or delayed: **0 POINTS**

**Your total points for Part 1:** \_\_\_\_\_

*Below Average: 0 - 2 points*

*Average: 3 - 5 points*

*Above Average: 6 - 8 points*

*Total maximum points: 8 points*

## PART 2

## How Proactive is Your IT

- 5** How frequently are risk assessments conducted and reported?
- Regularly and consistently: **2 POINTS**
  - Occasionally: **1 POINT**
  - Rarely or never: **0 POINTS**
- 6** Are your systems being monitored 24/7?
- Yes: **2 POINTS**
  - No: **0 POINTS**
- 7** How effectively are software and critical security updates managed?
- Immediately and efficiently: **2 POINTS**
  - With some delays: **1 POINT**
  - Rarely or not at all: **0 POINTS**
- 8** Do you have end-point detections?
- Yes: **2 POINTS**
  - No: **0 POINTS**
- 9** How often are security audits conducted to identify vulnerabilities in your IT infrastructure?
- Regularly and comprehensively: **2 POINTS**
  - Occasionally: **1 POINT**
  - Rarely or never: **0 POINTS**
- 10** To what extent does your organisation align with the Essential Eight (E8) maturity model for cybersecurity?
- Fully aligned and actively implementing E8 strategies: **2 POINTS**
  - Partial alignment, some E8 strategies in place: **1 POINT**
  - No clear alignment with the Essential Eight: **0 POINTS**
- 11** What tools or measures does your organisation currently employ to mitigate and safeguard against cybersecurity threats?
- Actively using a comprehensive set of tools aligned with E8 **2 POINTS**
  - Utilising some tools, with partial alignment to E8: **1 POINT**
  - No clear alignment with E8 strategies in tool selection: **0 POINTS**

- 12 Does your organisation have cyber insurance coverage?**
- Yes: **1 POINTS**
  - No: **1 POINT**
- 13 Does your organisation have a documented incident response plan in place for cybersecurity incidents?**
- Yes, and it's regularly updated and tested: **2 POINTS**
  - Yes, but it may need updating or testing: **1 POINT**
  - No, we do not have a documented incident response plan: **0 POINTS**
- 14 How often are employees provided with cybersecurity training and awareness programs?**
- Regularly, with ongoing training: **2 POINTS**
  - Occasionally: **1 POINT**
  - Rarely or never: **0 POINTS**
- 15 Are there mechanisms in place to proactively identify and address potential areas of failure?**
- Yes, through continuous monitoring: **2 POINTS**
  - Occasionally: **1 POINT**
  - No proactive hardware monitoring: **0 POINTS**
- 16 Is there a backup and disaster recovery plan in place, and is it regularly tested?**
- Yes, and it's tested regularly: **2 POINTS**
  - Yes, but testing is infrequent: **1 POINT**
  - No clear plan or testing: **0 POINTS**

**Your total points for Part 2:** \_\_\_\_\_

*Below Average: 0 - 7 points*

*Average: 8 - 14 points*

*Above Average: 15 - 23 points*

*Total maximum points: 23 points*

## PART 3

## Is Your IT Truly Strategic?

- 17 Do you have a documented technology strategy that clearly articulates how IT supports your business goals?**
- Yes, it's well-documented and clearly articulated: **2 POINTS**
  - It's documented, but articulation could be clearer: **1 POINT**
  - No clear documentation of the strategy or its alignment: **0 POINTS**
- 18 Do you have a clearly defined IT roadmap outlining key technology projects for the next 12, 24, or 36+ months?**
- Yes, and it's aligned with our business goals: **2 POINTS**
  - We have a basic roadmap, but it's not comprehensive: **1 POINT**
  - No clear roadmap in place: **0 POINTS**
- 19 Do you have a capex and opex budget in place that aligns with your roadmap?**
- Yes: **2 POINTS**
  - Partial alignment: **1 POINT**
  - No clear alignment: **0 POINTS**
- 20 How are technology decisions made in your organisation?**
- Decisions are made collaboratively with input from various stakeholders: **2 POINTS**
  - There is a defined decision-making process, but it could be more inclusive: **1 POINT**
  - There is a lack of processes in place and the onus falls on specific individuals: **0 POINTS**
- 21 How often are you reviewing your existing systems?**
- Regularly reviewed and updated/replaced as needed: **2 POINTS**
  - Occasionally reviewed but mostly maintained: **1 POINT**
  - Unsure / It's rarely evaluated: **0 POINTS**
- 22 How often does your team explore and adopt new technologies to stay competitive?**
- Actively and frequently, always looking for an edge: **2 POINTS**
  - Occasionally, when we come across something new: **1 POINT**
  - Rarely or only when forced by circumstances: **0 POINTS**
- 23 Are there initiatives in place to identify areas to streamline or improve efficiency (e.g., through cloud applications, automation & AI, etc.)?**
- Yes, and we've realised efficiency gains: **2 POINTS**
  - We've considered it, but haven't acted decisively: **1 POINT**
  - It's not something we've focused on: **0 POINTS**

**24 How well do you evaluate new technologies through the lens of cyber security?**

- Proactively and comprehensively: **2 POINTS**
- Evaluations are conducted but with room for improvement: **1 POINT**
- Limited focus: **0 POINTS**

**How well are relationships managed with key technology vendors and partners?**

- 25**
- Proactively and collaboratively: **2 POINTS**
  - Adequately managed: **1 POINT**
  - Lacking strategic management: **0 POINTS**

**Is there a clear understanding of and adherence to data compliance regulations?**

- 26**
- Comprehensive understanding and strict adherence: **2 POINTS**
  - Some understanding, with room for improvement: **1 POINT**
  - Limited understanding or compliance efforts: **0 POINTS**

**How is the organisation leveraging technology for user experience improvements?**

- 27**
- Actively integrating technology for enhanced user experience: **2 POINTS**
  - Some efforts, but not a clear strategy: **1 POINT**
  - Limited focus on technology for user experience: **0 POINTS**

**How scalable is the current IT infrastructure to accommodate business growth?**

- 28**
- Highly scalable with flexibility for growth: **2 POINTS**
  - Moderately scalable, with some limitations: **1 POINT**
  - Limited scalability, hindering growth potential: **0 POINTS**

**Your total points for Part 3:** \_\_\_\_\_

*Below Average: 0 - 7 points*

*Average: 8 - 15 points*

*Above Average: 16 - 24 points*

*Total maximum points: 24 points*

# How did you score?

## If you scored below average in Part 1 ★☆☆☆☆

Scoring between 0 and 11 points in Part 2 indicates that your IT may not be as proactive as needed. There might be gaps in cybersecurity measures, monitoring, and strategic alignment with industry best practices.

### Implications or Symptoms for the Business:

- Increased downtime due to unresolved IT issues.
- Frustration among employees and stakeholders due to delayed responses.
- Potential disruptions in third-party services affecting overall operations.
- Minor technical changes might be causing more disruptions than necessary.

## If you scored below average in Part 2 ★☆☆☆☆

If your scores in Part 1 fall between 0 and 4 points, it indicates that your IT support responsiveness and effectiveness may not be optimal. There might be delays in issue resolution, response times could be inconsistent, and the management of third-party liaisons or minor technical changes may need improvement.

### Implications for the Business:

- Increased susceptibility to cybersecurity threats.
- Potential for undetected security vulnerabilities.
- Lack of alignment with essential cybersecurity frameworks.
- Limited preparedness for potential IT incidents.

## If you scored below average in Part 3 ★☆☆☆☆

Scoring between 0 and 12 points in Part 3 indicates that your IT might not be strategically aligned with business goals. There could be gaps in technology strategy, roadmap planning, and decision-making processes.

### Implications for the Business:

- Lack of a clear direction for technology in supporting business objectives.
- Potential inefficiencies in technology investments.
- Limited adaptability to changing business goals.
- Challenges in decision-making processes and strategic alignment.



## What to do from here?

Upon completing the self-assessment, you'll have a clearer picture of your IT strengths and areas needing attention. We recommend:

- 1. Review and Reflect:** Take a moment to digest the results. Recognise the areas where your business excels and where it could benefit from enhancements.
- 2. Prioritise Actions:** Based on the insights, identify immediate concerns and long-term strategic shifts. Some areas may demand urgent attention, while others could be part of your ongoing IT roadmap.
- 3. Seek Expert Consultation:** If there are areas you're unsure about or if you'd like to delve deeper into specific results, consider consulting a reputable Technology Success Partner. They can provide tailored advice, and potential solutions, and even help in the implementation of recommended changes.
- 4. Iterate and Re-assess:** IT landscapes change, and so do business needs. Make it a practice to revisit this assessment periodically, ensuring your IT infrastructure and strategies remain aligned with your business goals.

Remember, this assessment isn't just a one-off exercise; it's a step towards ensuring your IT not only supports but propels your business forward. Armed with these insights, you're better positioned to make informed decisions, paving the way for growth and success.



*The Technology Success Partner for progressive businesses that see technology as an enabler for growth.*

Premier Tech has redefined what it truly means to support and add value to businesses. In particular, progressive businesses need to strike a balance between responsive, proactive service and strategic thought and care.

Engaging Premier Tech means having us onboard as your Technology Success Partner. We work alongside you to help progress your IT strategy while assisting with the day to day support to help your business grow and evolve with technology.

## Key Service Areas

### Technology Consulting

Get expert advice and guidance on technology-related strategies and initiatives. Our technology consultants help organisations make informed decisions about adopting, implementing, and managing technologies to achieve business goals. This may include assessing current technology infrastructure, recommending improvements, and developing strategic plans and roadmaps to leverage technology effectively. We will also provide insights on emerging technologies, and industry best practices, and help you align IT strategies with overall business objectives. The goal is to enhance efficiency, productivity, and competitiveness through the strategic use of technology.

### Cyber Security Consulting & Solutions

Navigate the complex landscape of cyber threats with Premier Tech. Our seasoned experts assess your digital vulnerabilities and implement tailor-made strategies to improve your cyber security posture. From threat assessments and risk management to advanced security measures, we assist in building and maintaining resilience against evolving cyber threats. By combining proactive consulting with robust technological solutions, we provide a comprehensive approach to safeguarding your digital assets.

### Strategic Technology Planning

Future-proof your business with Premier Tech's Strategic Technology Planning. Collaborate with our experts to develop initiatives aligned with your long-term vision. We provide a clear roadmap for sound decision-making and sustained success. By staying ahead of technological advancements and industry trends, we empower your business to leverage innovations that drive competitive advantages. Premier Tech's Strategic Technology Planning ensures your IT investments are not just current solutions but strategic assets positioning your business for long-term growth and resilience in a rapidly evolving digital landscape.

### Digital Transformation Projects

Initiate a profound shift in your business operations with Premier Tech's Digital Transformation Projects. Whether it's optimising processes, adopting emerging technologies, or introducing innovative strategies, our projects cover a spectrum of transformations. We work collaboratively to streamline operations, enhance customer experiences, and foster innovation. From scoping and design to delivery, we ensure a comprehensive approach to digital transformations that positions your business for sustained success in an ever-evolving technological landscape.


### Day-to-Day Support & Proactive Maintenance

Our helpdesk support is more than just a response—it's a rapid resolution, ensuring minimal disruptions to your operations. We pride ourselves on being proactive and conducting regular checks to identify and address potential issues before they escalate. With Premier Tech, you get a team that not only responds promptly to your IT needs but also works tirelessly behind the scenes to keep your systems running smoothly. Focus on your business, and let us handle the intricacies of your daily technology requirements.

#### Premier Care

Experience the pinnacle of IT support with Premier Care, a retainer model that combines day-to-day support, proactive maintenance, technology and cybersecurity consulting, and strategic technology planning. Our commitment is to keep your business running seamlessly, improve your resilience to cyber threats, and strategically aligned for future growth. In the first six months, you'll experience tangible improvements. With an assigned Technology Consultant acting as your dedicated Chief Information Officer (CIO), we collaboratively develop a Strategic Technology Roadmap, ensuring your technology investments align with your business objectives. Trust us to be your Technology Success Partner, providing the support and strategic vision your business needs to thrive in the digital landscape.

## Talk to us about your Technology Needs

 1300 767 648

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