

Overview

The products and specifications that we recommend as a minimum Technology Platform below are the ones that will ensure the maximum uptime , Threat prevention and provide the best return on investment to our Customers

Recommended Technology Platform

Operating System	Microsoft Windows 10 Pro
Server Operating System	Microsoft Server 2019
Laptops and Workstations	DELL / Lenovo
Servers	DELL
Switches	HP
Small office and Multifunction printers	Brother
Peripherals (keyboards / mice / webcams etc)	Logitech
Routers & Firewalls	WatchGuard / Fortinet / Sophos / Unifi USG / Cisco Meraki
Office Applications	Office 365 / Office 2016
Antiviruses	Sentinel 1 / Webroot / Sophos
Backup Software	Shadow Protect

Purchasing a Work Computer

We can quote and supply a suitable workstation for your intended use. However, you are also free to supply your own. Here are some guidelines when thinking about purchasing a computer for business use:

- **Business vs Home Use:** Not all computers are created the same. Many computers on the retail market are designed for home use and are not suited for the rigours of day in day out business use.
- **Operating System:** “Windows 10 home” is a cut-down version of Windows 10 and lacks various important functionalities that are often required in a business use scenario. If a computer comes preinstalled with Windows 10 Home it is not designed for business use, and we would recommend choosing a different model. The upgrade path from Win 10 home to Pro is costly (license upgrade on its own is \$200 approx.), takes a few hours to complete (chargeable) and in some cases is not possible or gives further issues. It is better to start with the correct operating system installed.
- **Warranty:** Home use computers are not backed by a business grade warranty and if there were an issue during the warranty period, the computer would generally need to be sent away for repairs / replacement leaving you without a computer for weeks.

web: store.3CPS.com.au
email: support@3CPS.com.au

RECOMMENDED TECHNOLOGY PLATFORM

- **Driver & Firmware Support:** Some cheaper brands lack proper support such as driver and BIOS upgrade availability. Our recommended brands come preinstalled with software that will scan the machine, which make any required updates easier and quicker.

Our recommended brands back their devices with a next day onsite business warranty. The models that we select are the ones that in our experience give the best return on investment.

We recommend purchasing a business grade computer with these **Minimum Specifications:**

- RECOMMENDED BRANDS: DELL / Lenovo
- OPERATING SYSTEM: Windows 10 Pro
- CPU: Intel i5 or above
- RAM: 8GB RAM or above
- STORAGE: 256GB SSD or larger
- WARRANTY: 3-years next business day onsite

These minimum specifications apply for general office use machines. If the computer is required to run special software (such as CAD or Adobe suite) or if the user has increased multitasking requirements the specs might need to be raised accordingly

What if my computer does not meet the recommended specs?

That is OK. We are still happy to work on your machine. However, please be aware that there might be some limitations based on the specifications and tasks might take longer which may result in higher support fees.

If you have a current managed services agreement, any machines that do not comply with the minimum specs above will not be eligible for any flat fee setup charges and any work done will be billed at our standard hourly rate.

As brands outside our recommended ones do not offer the required software support to make upgrades and changes, we will not upgrade your drivers / BIOS / operating system to the latest as in our experience this greatly adds to the time and effort required.

Third Party Hardware and Software Vendors

Whilst our techs can solve many different types of technical problems, please bear in mind that for 3rd party products outside our Recommended Platform, it may take us some extra time to familiarise ourselves with managing and supporting these products.

If the issues can and should be supported by the 3rd party vendor, then we may help you liaise with the vendor directly to get the problem resolved in the most efficient and timely manner for you.

We may still be able to purchase items from other vendors at your request (depending on whether our distributors stock it), however if any unforeseen issues arise in the setup, installation, and ongoing use, we may need to invoice you separately for this time.

web: store.3CPS.com.au
email: support@3CPS.com.au