

SupportHub360  
BRAINS @ WORK

# Business Presentation

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# What is SupportHub360?

- SupportHub360 is a well managed back office management hub.
- SupportHub360 is a Western Australia based service provider, having state of the art support centre at Kochi, India.
- SupportHub360 can manage your companies back office such as IT support, digital marketing, application support, HR, Administration and finance.
- SupportHub360 provide round the clock support – 24\*7\*365 days
- SupportHub360 works like an extension of your office
- You can have a shared resource or your own employee working from our support centre
- Reduce your employee cost 65% without compromising on quality
- Easy access to reports and KPI`s

# Business Workflow

- Upon client`s interest, SupportHub360`s transition manager will schedule a meeting to understated the business model and identify which all positions SupportHub360 can manage and submit a final proposal along with contract.
- Once the client signs the contract, SupportHub360 HR team will source the resource, according to the client requirement. Direct client interviews scheduled for shortlisted candidates
- After resource joins in, the client need to provide necessary training on a remote session. The training schedules fix as per the client convenience by the transition manager. The transition manager will be continuously in touch with the point of contact from the client side for the smooth transition of the project
- The client has to provide all necessary software's and access to client network for the employee ( Eg. For IT support person, access to remote management and service desk tools)
- If the resource need to take calls, we would recommend to provide an extension of client telephone line(VOIP preferred) - If VOIP service not available, SupportHub360 technology team find other alternate solution.
- Day to day meetings and monthly performance reports will be shared with client.
- For any escalations, client can contact the Key accounts manager, based in Perth at any time and necessary support will be extended to resolve the issue.

# Targeted Domains

- Information Technology
- IT infrastructure support
- Website designing and digital marketing
- Software and application development
- Service desk support
- 24\*7 service desk support for any industries
- Accounts & Financing
- HR & Administration support
- Graphic designing & Presentation services

# Technology Infrastructure

- CAT 6 100/1000 Mbps internal network access
- Multi-level network security
- Redundant Internet leased lines with 1:1 Bandwidth ( Primary & Backup)
- Direct fiber-optic link termination on data centre
- Firewall with UTM
- VLAN segregation of increased security
- VOIP Network connecting
- Separate VPN access to each client site

# Facility Infrastructure

- State of the art technology centre
- 24/7 Physical security
- Access control & Biometric security systems
- 24/7 CCTV surveillance system
- Centrally airconditioned facility
- Internal cafeteria and gym
- 360 days uninterrupted power supply by online UPS and diesel generator backup
- Meeting rooms are equipped with Audio / Video supports for meeting
- State of the art training room

\* Shared facility infrastructure

# Commercials

- The pricing starts from AUD1000.00 per seat – Dedicated employees  
(Depends on the service and employee experience)
- For shared resources costs start from AUD300.00
- No hidden costs
- No setup costs

# FAQs

- **Do I get appropriate resource ?**

Having a rich supply of well-trained, highly talented human resources is one of the major advantages of Cochin. The high literacy rate of the city – at 97.5%, is way above the national average of 74%, so that is one added advantage of setting up shop in Cochin. The IT talent pool in Cochin is highly disciplined and adaptable to the changing phase of any industry, while the Kerala State Government works in tandem with The National Association of Software and Services Companies (NASSCOM), a trade association of Indian Information Technology and Business Process Outsourcing industry to hire fresh professionals in various streams.

- **How secure is SupportHub360 operation on data security ?**

The support centre located inside a ISO27001-2013 certified facility infrastructure with state of the art physical security perimeter. Starting from a 24/7 guarded security gate with access control and biometric security systems in place. 24/7 CCTV surveillance system operational in the facility. All the employees are signed a non-disclosure agreement in aligned with ISO 27001 compliance in order to safeguard the client interests

- **Do I have any legal implication with the my employees in SH360 ?**

Logically the employees are working as clients staff, but clients have no legal obligation with resources. The recourses are 100% under SH360's management and payroll.



# FAQs

- **Is there any hidden costs ?**

No hidden costs apart from the monthly fixed charges.

- **Shall I personally visit the support centre ?**

Any time the clients can visit the support centre.

- **Do I need to invest for any support infrastructure ?**

Apart from the client specific software, applications and VOIP extension, no other costs for support infrastructure. The system, internet line and other amenities provided by SH360.

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THANK YOU

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