



Tired of flying blind on IT strategy?

Let us help guide your business with clarity,
control, and confidence.

Virtual IT Manager

Strategic IT leadership, without the full-time cost

The IT Leadership Void

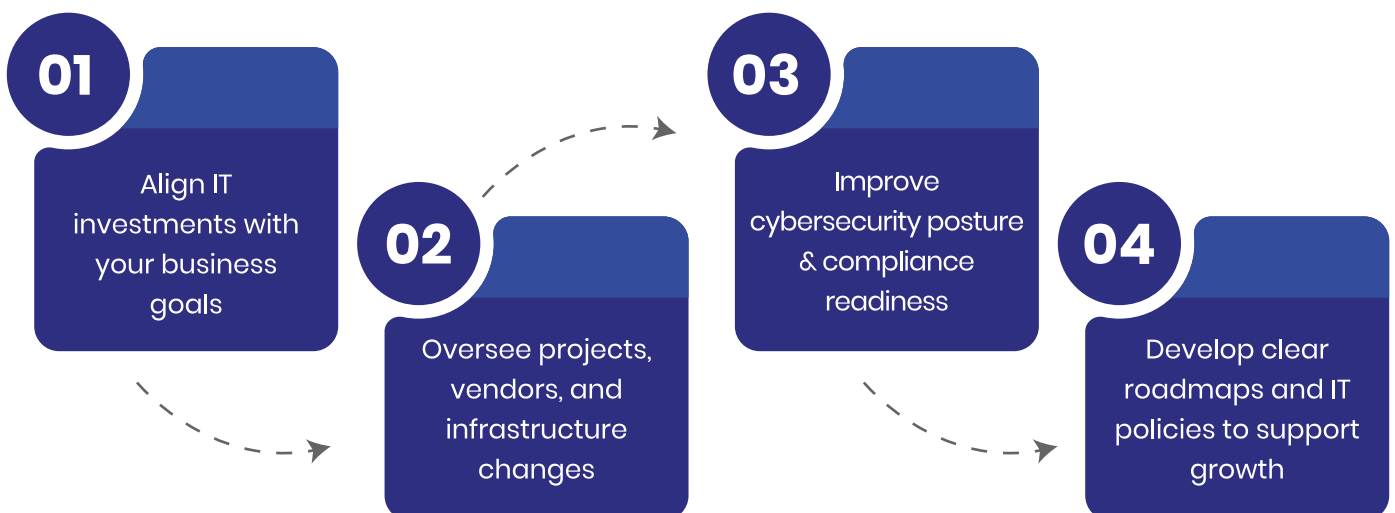
Without internal leadership, growing businesses often encounter the same recurring issues:



These challenges form a cycle. Without structure and strategic oversight, IT becomes a barrier instead of a business enabler.

The Role of a Virtual IT Manager

Our Virtual IT Manager service provides senior-level guidance and technical oversight, tailored for businesses that need expertise but not a full-time IT Manager.



This is a flexible, month-to-month service that gives you the benefits of strategic IT leadership, without long-term lock-in or overhead.

Designed for Growing Businesses

Your Challenge

Outgrowing systems

No IT visibility

Poor vendor performance

Cyber risks

Reactive IT culture

Our Virtual IT Manager Delivers

Multi-year IT roadmap & prioritisation

Monthly reporting & governance

Full vendor engagement and evaluation

Security controls, frameworks, and audits

Proactive planning & improvement

What's Included

Our Virtual IT Manager service is structured, repeatable, and business-first.

Weekly Engagement

Strategic check-ins

Project steering & prioritisation

Task updates & reporting

Monthly Reporting

Time usage, activity summaries

IT health insights

Budget and roadmap tracking

Core Functions

IT Strategy & Budget Planning

Cybersecurity Oversight

Vendor & Technology Management

Infrastructure Improvement

Staff Mentoring & Policy Reviews

Emergency Incident Support

If your business experiences a widespread outage, critical system failure, or severe cybersecurity issue impacting operations, we can assist with resolution using your Virtual IT Manager service hours.

This is not a substitute for a managed support agreement.

Flexible Engagement Options

Whether you need strategic oversight, hands-on project help, or executive-level involvement, we have a Virtual IT Manager plan to suit your team and budget.

| Advisory | Partner | Lead | Autonomous |
|---|--|--|---|
| 20 Hours/Month | 40 Hours/Month | 60 Hours/Month | 80 Hours/Month |
| \$3,600 ex-GST | \$7,200 ex-GST | \$10,800 ex-GST | \$14,400 ex-GST |
| Light-touch planning and review | Hands-on projects and oversight | Strategic ownership with delivery | Executive-level involvement |
| Recommended for organisations with up to 50 users | Recommended for organisations with up to 125 users | Recommended for organisations with up to 250 users | Recommended for organisations with 250+ users |

Unused hours roll over for up to 3 months to give you flexibility and value.

Why TLR?

We're more than just another IT provider. As a strategic partner, we work with you to drive measurable improvement across your business — not just your technology.

✓ Month-to-Month Simplicity

No lock-in contracts. Scale up or down as your needs change, with full transparency and control.

✓ Real-World Experience

Our team brings decades of combined experience across SMB, local government, and compliance-heavy sectors. We understand what works in the real world — not just on paper.

✓ Local Presence, National Reach

Based in Bundaberg, we're a regional partner with metro-grade capability. Our clients span Queensland and beyond.

✓ Strategic + Tactical Delivery

We offer both high-level planning and hands-on execution. Whether you need help writing policy or leading a migration, we're right there with you.

✓ Aligned to Growth

Our Virtual IT Manager model is built specifically for growing businesses that need more than support tickets. We help you plan ahead, avoid risks, and stay in control.

✓ Outcome-Focused Reporting

Every engagement includes clear reporting, task tracking, and roadmap reviews — so you always know where your IT stands and what's next

Client Spotlight: Regional Housing Limited

Industry: Community & Housing Services

Location: Queensland

Engagement Tier: Partner (40 hours/month)

Staff Size: ~80 employees

Challenge

Regional Housing Limited (RHL) faced a bottleneck in progressing key technology initiatives. Several recommendations from their existing service provider had stalled, internal IT governance was lacking structure, and vendor relationships were not being fully leveraged.

Engagement

Over the first three months of the Virtual IT Manager engagement, TLR provided structured leadership and coordination to revitalise internal projects and improve IT governance. Key activities included:

- ✓ Activating stalled initiatives and aligning them with organisational priorities
- ✓ Establishing new IT governance policies, including mobile device and endpoint lifecycle standards
- ✓ Coordinating a full-stack cybersecurity health check through TLR's cybersecurity partner
- ✓ Managing the disposal of over 20 end-of-life devices to eliminate unnecessary MSP billing
- ✓ Reviewing and aligning internal IT position descriptions with RHL's strategic direction and outsourced service model

Impact

RHL has significantly improved project momentum, gained clearer IT direction, and implemented practical governance changes that support both internal and external service capabilities.

"The Virtual IT Manager engagement has helped us gain traction on projects that were sitting still. Having someone coordinate efforts across providers and guide our internal IT decisions has made a real difference."

-James Waters

Chief Financial Officer, Regional Housing Limited.



Ready to Take Control of IT?

Let's create a smarter, more strategic approach to technology.

Contact us for a free no-obligation IT assessment:



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