

Capability Statement

Infrastructure Support Services | Virtus Group Ltd (New Plymouth, Taranaki)



Virtus Group Ltd provides outcome-focused ICT Professional Services to help organisations reduce risk, land change, and sustain improvements in BAU. We work remote-first across New Zealand, with on-site support by arrangement.

What we do

- On-demand infrastructure engineering and support capacity to augment agency teams.
- Stabilisation and BAU uplift across servers/virtualisation, networks, storage/backup, endpoints, and security appliances.
- Lifecycle work: patching, upgrades, refresh, migrations and cutovers, performance optimisation, and health checks.
- Documentation-led handover: runbooks, diagrams, and BAU checklists to ensure agency autonomy.

Typical deliverables

- Stabilisation plan with prioritised remediation actions and risk notes.
- Patching/upgrade plans with rollback points, change notes, and validation steps.
- Operational runbooks (backup/restore, device golden configs, monitoring/alerting handover).
- Post-implementation health checks and evidence of outcomes (where applicable).

How we engage

- Flexible engagement: short uplift tasks, BAU augmentation, or structured remediation programmes.
- ITIL/ITSM-friendly: incident triage, problem patterns, change control and CAB-ready documentation.
- Vendor coordination as needed (carriers, cloud/SaaS providers, hardware and security vendors).
- Capability transfer: knowledge handover and operational checklists included by default.

Commercials (indicative)

- Blended delivery rate (most engagements): \$140/hr (NZD, ex GST).
- Engineer / Consultant: \$130/hr; Senior / Lead: \$160/hr; vCIO / Strategic advisory: \$210/hr.

- After-hours: 1.5x; weekends/public holidays: 2.0x; urgent (<24h) uplift: +15% (by agreement).
- Outcome-based entry options: Lite \$1,200 | Standard \$1,980 | Plus \$3,400 (fixed-scope).

Governance & assurance

- Repeatable methods: change notes, rollback planning, validation steps, and BAU handover kits.
- Operational evidence available on request (restore-test evidence samples, admin access review samples, etc.).
- Security-by-design: least privilege access, logging, and clear support boundaries.

Business Hours	Mon–Fri 08:00-17:00 NZT (excluding NZ public holidays), unless otherwise agreed in the SOW.
Travel	First 10 km included; then \$1.10/km + travel time at 50% of the applicable resource rate (by agreement).
Marketplace fee	Marketplace Administration Fee (1.75% of services ex GST) is invoiced as a separate line item where required.

Contact

Eduardo Wnorowski | Director
virtus@virtusgroup.biz | 0800 847 887
virtusgroup.co.nz