

Cyber365 Managed for Retail

Zero IT burden.
Complete.
Confidence.



Retailers struggle with managing complex IT infrastructure, security threats, and compliance requirements whilst focusing on customer experience and revenue growth. Internal IT teams are stretched thin, reactive rather than proactive, and lack the specialised expertise needed for modern retail technology stacks.

Why Cyber365 Managed Services

- ✓ **Streamlined operations:** Continuous monitoring, proactive issue detection, and Ericom Integrated Service Desk minimising disruption and keeping business-critical retail systems online.
- ✓ **Cost control and predictability:** Detailed resource tracking, automated cost alerts, and predictable monthly pricing eliminates bill shock.
- ✓ **Zero IT burden:** Free your teams to focus on revenue-driving retail initiatives with complete device lifecycle management, security patching, and compliance control.

How it works

- 01 Monitor:** 24/7 monitoring detects anomalies, security threats, and performance issues using AI-driven analytics.
- 02 Analyse:** Automated triage classifies incidents, predicts failures, and triggers proactive remediation before customer impact.
- 03 Respond:** Engineers implement fixes, coordinate with vendors, providing reporting whilst maintaining 99.5-99.9% SLAs.

Getting started with Ericom

- 1 Assess IT challenges, infrastructure complexity, and security requirements.
- 2 Deploy infrastructure, integrate systems, and establish service level agreements.
- 3 Train teams and begin optimisation reviews with dedicated account management.

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Innovative features

Retail-aware support - Understands POS systems, inventory management platforms, and peak trading periods to provide contextual support.

Integrated service desk - Solution-aware support team with deep knowledge of your retail technology stack, not generic helpdesk services.

AI-driven analytics - Predictive issue detection and automated remediation reducing downtime and preventing customer impact during critical trading hours.

Device lifecycle management - Complete procurement, provisioning, maintenance, and disposal services ensuring retail devices remain secure and current.

Australian data sovereignty - All monitoring data and customer information stored in Australian data centres ensuring Privacy Act compliance.

Compliance management - Automated compliance reporting for ISO 27001, Essential Eight, SOC 2, and PCI-DSS requirements reducing audit burden.

GROWTHOPERATIONS

Mid-market retailers struggle managing IT whilst focusing on growth. Cyber365 Protect provides 99.7% uptime, proactive monitoring, ISO 27001 compliance, and predictable costs freeing internal teams to drive revenue without expanding IT headcount.

ABOUTUS

Ericom is an Australian technology partner helping retailers modernise networks, cloud, and in-store operations. We combine proven global platforms with deep retail expertise to deliver measurable outcomes, faster deployments, and lasting value.

ENTERPRISESECURITY

Large-scale retailers handling sensitive customer data need enterprise-grade security. Cyber365 Fortify delivers 99.9% uptime, zero-trust architecture, SOC 2 Type II certification, and dedicated SOC team protecting revenue and brand reputation.

NEXTSTEPS

Request a complimentary IT infrastructure assessment. Our specialists will review your current environment, identify immediate risks and inefficiencies, and design a tailored Cyber365 roadmap aligned to your retail operations and growth plans.



Cyber365 Managed for Retail can be integrated across diverse applications, including:

- Point of Sale systems
- Store networks and connectivity
- E-commerce and omni-channel platforms
- Inventory and supply chain systems
- Customer experience technology
- Back-office operations
- Mobile retail devices
- Payment processing infrastructure

Let us show you how.

