

Support Options Matrix

	Option 1	Option 2	Option 3	Option 4
General Support Services				
Help desk phone support and remote access (9.00am to 5.30pm)	•	•	•	•
Onsite visit (problem solving)	•	•	•	•
Guaranteed Response times (in contract)		•	•	•
Discounted Labour charges for system upgrades etc	•	•	•	•
Complete system review		•	•	•
Monthly status emailed report		•	•	•
Remote worker support				•
Disaster recovery plan				•
Server Support Services				
Real time remote monitoring of Disc capacity	•	•	•	•
Real time remote monitoring of Server event log	•	•	•	•
Real time remote monitoring of Virus alerts	•	•	•	•
Real time remote monitoring of your Backup	•	•	•	•
Real time remote monitoring of Firewall activity			•	•
Backup validation			•	•
Device Up/Down monitoring of Servers, Switches Routers, Firewalls	•	•	•	•
Device Up/Down monitoring of Workstations and Print Servers	•	•	•	•
Hardware failure - parts will be replaced in line with support response times		•	•	•
Complete server reinstatement (on server failure)		•	•	•
Coordination for outside suppliers for replacement parts (one call to us)		•	•	•
Server administration (addition of new users, file security. Group and Policy settings)		•	•	•
Security & Anti virus software management inc updates		•	•	•
Critical Patch updates on within hours of release		•	•	•
Service Pack updates as required			•	•
Microsoft Exchange server administration and monitoring			•	•



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Workstation Support Services

Hardware failure. Parts will be replaced in line with support response times.			•	•
Operating system and Virus protection reinstatement (on Workstation failure)			•	•
Security & Anti virus software management			•	•
Critical Patch updates on within hours of release			•	•
Service Pack updates as required			•	•
Security & Anti virus software management				•
New user setup and administration				•
Disc space monitoring on critical workstations				•

Communication Support Services

Network monitoring			•	•
Firewall monitoring			•	•
Firewall repair/ restore in the event of failure				•
Internet and email connection management including dealing with 3rd party providers				•
Remote worker connections (Terminal service & VPN)				•

Notes:

Any support service not available in your chosen contract, can be added for a small additional fee