



System Sense support and maintenance contracts

How can we assist?

System Sense support plans offer a proactive method of providing IT support by packaging maintenance and monitoring of systems as well as a bundled set of support hours. This form of IT support minimises the risk of problems associated with server crashes and security breaches. It's like having a virtual IT department on hand at all times.

Features of the services

As well as bundling support hours into the maintenance contracts, System Sense will provide the following services:

1. 24 Hour monitoring and proactive restoration of critical server and network infrastructure.
2. Onsite system software maintenance with monthly installation of security patches and critical software updates.
3. Fast, reliable IT support provided remotely or onsite with contracted SLA's and a range of support hours to meet your business requirements.
4. Monthly reports detailing system uptime, resource usage, remote access logs, internet traffic breakdown and system maintenance schedules.
5. Optional computer and software inventory maintained by us providing you with all relevant details of your computer system assets.

What is involved?

After the initial audit of systems is conducted, System Sense will configure a monitoring solution that fits your business and required level of service. A system maintenance schedule (if applicable) is planned and appointments are scheduled for the next 12 months.

Why us?

System Sense personable consultants take the time to ensure your requirements are understood and delivered. The cost effective support plans are designed to provide a full range of support and maintenance solutions ranging from support with basic system monitoring through to complete system maintenance and asset management. The benefits of using our services are:

- Maximise system uptime.
- Ensure systems are highly secure.
- Assurance of data integrity.
- Visibility of IT costs.

Where to next?

Visit our website to learn more about our services or email or call us for more information. Packages can be customised to suit each business and individual services can be purchased to complement existing support plans. Finally we have available list of references for our existing clients for your review.



Support Plan Services and Rates

	BRONZE	SILVER	GOLD
Services Included			
Server and workstation support	◆	◆	◆
Server Monitoring	◆	◆	◆
Network Monitoring	◆	◆	◆
E-Mail Monitoring	◆	◆	◆
SQL / Database Monitoring	◆	◆	◆
Backup Monitoring	◆	◆	◆
Antivirus / AntiSPAM Monitoring	◆	◆	◆
Server Log Monitoring	◆	◆	◆
Network Diagram	◆	◆	◆
Computer Inventory / Asset Mgmt	◆	◆	◆
Software Licensing	◆	◆	◆
Security Assessment (quarterly)	◆	◆	◆
Server Patch Maintenance	◆	◆	◆
PC Patch Maintenance	◆	◆	◆
Backup Testing (quarterly)	◆	◆	◆
Tape Drive Clean / Test	◆	◆	◆
UPS Test (quarterly)	◆	◆	◆
Server Disk Clean up and Defrag (quarterly)	◆	◆	◆
Customer Access Portal	◆	◆	◆

Reporting			
Server Uptime	◆	◆	◆
Network Uptime	◆	◆	◆
Network Monitoring Report	◆	◆	◆
Server Storage	◆	◆	◆
Server Performance	◆	◆	◆
Server Maintenance Details	◆	◆	◆
PC Maintenance Details	◆	◆	◆
Remote Access Reporting	◆	◆	◆
Internet Access Reporting	◆	◆	◆

Support Package (5, 10, 15 or 20 hours available)			
Support Package Hours	10HRS	10HRS	10HRS
Business Hours Support Included per month	10	10	10
Cost per month	\$850.00	\$1,000.00	\$1,150.00
Minimum Term	6 Months	12 Months	12 Months
Setup Cost	\$500.00	\$1,000.00	\$1,500.00
Included in setup cost	1 Server and up to 5 workstations	1-2 Servers and up to 15 workstations	2-4 Servers and up to 30 workstations
Additional workstation setup	N / A	\$50	\$50
Additional Server setup	\$100	\$100	\$100

Service Levels			
Business Hours	Mon to Fri - 9am to 5pm	Mon to Fri - 7am to 7pm	Mon to Fri - 6am to 10pm
SLA Response	2 Hours	1 Hour	30 Mins
SLA Provide Remote Assistance	4 Hours	2 Hours	1 Hour
SLA Onsite	Next Day	4 Hours	2 Hours

