

Services	Monitoring	Management	Managed Services
Server & Network			
Monitoring of Server (24x7) <ul style="list-style-type: none"> ○ Backup monitoring ○ Server state and health ○ Viruses 	✓	✓	✓
Server administration tasks <ul style="list-style-type: none"> ○ Server and Security patching ○ Backup maintenance and remediation ○ Scheduled reboots ○ Maintaining uptime and overall server health ○ Excludes administration of software from third-parties (ie. non-Microsoft software) 		✓	✓
Disaster recovery and business continuity			✓
Network administration tasks <ul style="list-style-type: none"> ○ Internet issues and slowness ○ Firewall configurations and changes ○ Internal network issues relating to switches and wireless 			✓
Network monitoring (must use supported network devices)	✓	✓	✓
Liaising and rectification with third party providers on customer's behalf (eg. software, Internet connection, any non-Microsoft software)			✓
Workstations			
Monitor antivirus on workstations (must have Managed Antivirus)	✓	✓	✓
Minor installations such as printers, faxes, scanners, or does not increase the device count of Customer site.			✓
Rectification of existing software or hardware issues that does not involve purchasing new hardware and incur significant installation (eg. Server)			✓
User administration tasks <ul style="list-style-type: none"> ○ Create/modify/disable/delete users accounts and emails ○ Reset passwords ○ Assist and configure remote access 			✓
Workstation administration tasks <ul style="list-style-type: none"> ○ Removing viruses ○ Fixing software issues ○ Fixing printer issues ○ Slowness and fine tuning 			✓
Unlimited business hours helpdesk support			✓
Unlimited business hours onsite adhoc callouts			✓

Where there is no ✓ services are charged at an hourly rate and not included as part of the agreement