

Managed Services

The Managed Services suite offers you two choices of services for your network. A Managed Services plan is like having an in-house IT team without worrying about the cost as you will be charged a flat rate monthly.

	Lite	Standard	Premium
Server Maintenance			
Includes: Backup, Antivirus, Event Log, UPS, Security & HDD space checks; Service Packing & Hot fixes; Defragmentation.	✓	✓	✓
BreakFix Services			
Remote & Phone Support	✓	✓	✓
Adding/Removing users		✓	✓
Real-time Monitoring	✓	✓	✓
Priority Response	Next Day	Next Day	4 hours
Printing faults		✓	✓
Network faults		✓	✓
Password changes		✓	✓
Hardware faults		✓	✓
Software Faults		✓	✓
Internet Connection Faults		✓	✓
Replacing Faulty components *		✓	✓
Virus & Malware Removal & Cleaning		✓	✓
Other Services			
Monthly Reports		✓	✓
Annual IT Plan		✓	✓
Network Documentation		✓	✓
Online Helpdesk	✓	✓	✓
Installations (Replacements Only) * ~			
Software Upgrades *			✓
Hardware Installation *			✓

* Labour Only, Hardware & Software costs are additional.

~ Replacement Server Installations are included after a Premium contract has been in place for 12 months.

✓ Indicates service is included (where appropriate)

Managed Services

WHAT IS "MANAGED SERVICES"?

Managed Services offers you the choice to remove the risk and responsibility of running a computer network. Managed Services can replace many technical services that the business currently uses for a set monthly fee.

FAULTS

What happens if something goes wrong with our network?

On a STANDARD or PREMIUM PLAN Decision1 will take care of all software and hardware faults that occur on your network. Decision1 will proactively monitor your network for potential faults, which may be resolved before it becomes a problem. You may access Decision1 via phone, or you can log a problem via the internet through the helpdesk portal. Decision1 will be accessible via phone from 8:30am to 5pm, Monday to Friday. Decision1 will attend to the following issues:

- Network faults
- Printing faults
- Password changes
- Hardware faults
- Software faults
- Internet Connection faults
- Replacing faulty components (Labour only)
- Adding & removing users



Any faults that are not able to be resolved will be passed on to the manufacturer for resolution. Equipment that is currently maintained under contract by a 3rd party will not be included. ie Photocopiers under a lease contract.

MAINTENANCE

Will Decision1 maintain our servers?

Yes. On all plans Decision1 will fully maintain your servers including patching and service packing. Workstations and other equipment will be maintained on an as needed basis.

Decision1 will also provide the following maintenance services:

- Monthly Server Maintenance
- Antivirus/Malware checks
- Backup checks & test restore
- Username maintenance

CHANGES

Can we make configuration changes on the network?

No. If you are on a STANDARD or PREMIUM plan, once Decision1 has taken responsibility for your network, only Decision1 can make changes or additions. Administrator passwords and all documentation will be made available to you for safe keeping, but any work done on the network must be undertaken by Decision1. In the event you or your staff do make changes to your network, repair of any faults resulting from your changes will be charged in addition at our normal service rates.

Will Decision1 make initial changes to my network?

Yes. On a STANDARD or PREMIUM plan Decision1 will initially bring your network into line with our standard configurations. If this requires disruption to your network, you will be consulted in advance, and a project plan prepared to minimize the disruption.

REPLACEMENTS

What happens if we want to replace hardware or software?

Any product purchases will be charged in addition to the monthly fee.

If you choose the PREMIUM plan labour costs for installation is included.

All hardware and software must be approved by and purchased through Decision1 at a discounted rate.

ADDITIONS

Additions to your network will be planned up to 12 months in advance with our consultant. Once per year, in consultation with you, a network plan will be constructed for purchasing and installing new and replacement hardware and software. This will allow you to budget for any additions. Decision1 will guide you through the purchase process and provide you with prices and leasing options for all network hardware and software.

What happens if we want to add something that is not in the network plan?

You can make additions or replacements to the network at any stage, but the cost may be additional.

Can we purchase hardware or software from elsewhere?

If you are on the STANDARD or PREMIUM plan hardware and software purchases must be made through Decision1 unless the product is a specialist or industry specific product.

HARDWARE/SOFTWARE

Can Decision1 support our industry specific software?

In most cases Decision1 can attempt to resolve faults with your industry specific software. We will refer the fault to software manufacturer whenever we are unable to resolve the issue promptly. Any software updates and upgrades are additional and should be planned with the network plan.

What happens if hardware requires replacement parts?

All equipment under warranty will have replacement faulty parts supplied by the manufacturer. Any faulty parts in equipment without warranty cover is an additional cost. In the event an item not covered under warranty has a faulty part that requires replacement, you will be consulted and a "best plan forward" will be formed. If you are on STANDARD or PREMIUM plan installation of replacement parts for all equipment is covered by the monthly fee, however the part itself is not.

Is there a minimum Hardware and Software requirement?

Yes. If you are on the STANDARD or PREMIUM plan hardware must be less than a five years old. All new hardware (servers, workstations, laptops and printers) must have a minimum 3 year warranty where available. All software must be on the approved software list.

What if our hardware or software does not meet the minimum requirement?

If you are on the STANDARD or PREMIUM plan and your hardware or software does not meet the minimum requirement, replacements or additions will be built into your annual network plan to bring your hardware/software into line.

Are there guidelines for the Printing consumables we can use?

If you are on the STANDARD or PREMIUM plan all printers must use manufacturer approved consumables. Refillable cartridges are not acceptable unless they have the manufacturers approval.

Are replacement server installations included?

Replacement server installations are included after a PREMIUM contract has been in place for 12 months.

ASSURANCES

Will Decision1 make sure we are backed up?

Decision1 will ensure that your network backups are successfully completing at least once per month. We will also complete a test restore to ensure that backups are able to be restored if necessary. Offsite storage of your backups will remain your responsibility.

Who makes sure we are protected from external intrusions?

If the minimum hardware and software requirements are met Decision1 will make the best effort to ensure you are protected from external network intrusions. However, no hardware or software is fully intrusion proof, so Decision1 cannot guarantee that there will be no intrusions.

What service guarantees does Decision1 have?

On a STANDARD or PREMIUM plan Decision1 will guarantee a network that meets the minimum hardware/software specifications to have a 99% uptime.

What happens if we need help outside business hours?

Any work conducted outside business hours will be charged at a discounted "Out of Hours" rate.

What services are not included in the Monthly Fee?

Not included in the monthly fee are:

- Adding additional printers
- Adding additional workstations or laptops
- Adding additional networking equipment
- Adding additional servers
- Adding additional software
- Software training
- Professional development
- Server maintenance training
- Hardware or Software purchases
- Consumables purchases
- Parts purchases

SIGN US UP

We want to sign up for Managed Services. What happens now?

Firstly, we will work with you to create the following initial documents:

- Network Documentation
- Network Audit
- Username list
- Printers list (local & networked)

Next, Decision1 will assess your network for compliance with the minimum requirements, and document the changes that will be made and approximately when the changes will be made. Changes will usually be made immediately, however, if there is likely to be disruption to the users, Decision1 will build a project plan with you.



Managed Services



Ground Floor
Consultancy House
7 Bond Street
PO Box 368
Dunedin

Ph 03 471 8232
Fax 03 471 8234

www.decision1.co.nz
sales@decision1.co.nz

