



CompleteCARE

Your organisation's success depends on the strength, stability, and flexibility of your IT infrastructure.

However, ensuring your entire IT environment is efficiently managed and constantly operating at peak performance can be a daunting task for even the most seasoned and qualified IT Professional.

To be successful in a medium-to-large scale environment where employees depend on technology for productivity you need a comprehensive, considered approach to IT infrastructure management and maintenance.

However, mobilising the right skill-sets and resources to effectively manage your IT infrastructure responsibly and effectively can be a time-consuming and costly challenge. Fortunately, these costs can be controlled and reduced with **CompleteCARE** services from Insitec.

PREDICTABLE IT COSTS

CompleteCARE will provide Information Technology Support services to the client on a fixed cost basis for nominated servers, networks, desktop workstations, mobile devices, laptops and printers.

SUPPORT WHEN YOU NEED IT

As part of our overall service, you also have the ability to call our Help Desk anytime to receive phone support or schedule additional urgent visits when needed with guaranteed response times. Where possible we will remotely support your staff, add users or reset passwords as part of our Help Desk function providing immediate resolution to common issues where possible.

DEDICATED IT SUPPORT

Insitec are a dedicated professional IT support organisation. We operate a dedicated Help Desk and employ technicians with extensive experience in all levels of IT systems, operating systems and hardware.

For most businesses, the prospect of maintaining in house support is prohibitive and generally provides a narrow skill set. **CompleteCARE** provides the right support 52 weeks per year for a known price.





CompleteCARE Services

| Support Description | Inclusions (Inc GST) |
|---|--|
| Service Level Agreement | Critical = 30 minute response Other = Next Business Day |
| Helpdesk Support (Phone) | Unlimited |
| Phone Support Times | 24 * 7 |
| Server Management | |
| Remote Maintenance | ✓ |
| Onsite Maintenance Visit | 1 Per Month |
| Onsite Support (Outside of Maintenance Visit) | As required |
| Patch Management | ✓ |
| Online Server Monitoring | |
| Operating System Health | ✓ |
| Operating System Services | ✓ |
| Drive Space | ✓ |
| CPU Load | ✓ |
| Memory Usage | ✓ |
| Event Log Management | ✓ |
| Email / Message Monitoring | ✓ |
| Backup System Notification | ✓ |
| Remote User Management (Adds/Changes) | ✓ |
| Workstation Management | |
| Patch Management (MS Products) | ✓ |
| Hardware Support (excl parts) | ✓ |
| Onsite Maintenance Visit | 1 Per Month |
| Anti-Virus | |
| Anti Virus Management | ✓ |
| Anti Spam Management | ✓ |
| Reports | |
| Monthly Activity Reports | ✓ |
| Monthly Maintenance Reports | ✓ |
| Optional Support offerings | |
| Mobile Management | P.O.A. |
| 3rd part Application Management | P.O.A. |
| Setup Fee | |
| One off fee to document and setup site | \$330 |