

Premium Service Plan



> Proactive > Consistent > Affordable



www.torixmsp.co.uk

It's Like Having Your Own IT Department



Managed Information Technology Services

System downtime, viruses, spyware, losses of productivity... are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive

At Torix, we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you reduce your total cost of ownership, realise the productivity gains and Return on Investment you have been expecting from your computer systems all along.

The 'Premium Service Plan' provided by Torix is the ultimate managed support package. It will provide your business maximum service and protection for your IT infrastructure to ensure maximum efficiency and minimum downtime. This service plan also includes as much remote and on-site work as required.

The 'Premium Service Plan' provides affordable proactive IT management and support to growing businesses, utilising our unique IT automation framework for providing managed services. Torix provides a range of proactive services to keep your computer systems up and running and your people and business productive.

Also included is a compressive security package for virus, spyware, malware detection and removal and email scanning. No annual license fees! Free offsite storage space and disaster recovery. Should you have a server fallure we will rebuild it for free!

Some of the benefits you will experience are:

- Proactive vs reactive IT management
- Inclusive on-site visits
- Automation of key IT tasks
- Flexible scheduling
- Access to a staff of technical experts for you and your users
- A complete managed process for getting users connected to the business centre network
- Web based ticketing system for submittal of issues and related tasks
- Increased productivity
- Virtual IT Department
- Helpdesk and Remote Control
- Antivirus , Spyware and Malware tools
- Virus Definition and Spyware Management
- Asset Management
- 24-7 System Monitoring and Alerting with proactive notifications
- Back up Management
- 3rd Party Vendor Management
- Online Off Site Back Up Service
- Free Disaster Recovery

Free Security - Anti Virus, Spyware, Malware, and e-mail tools

- All inclusive licensing for all the security software required to keep your environment safe and secure. This alone can save you upwards of £30 per system per year.
- A comprehensive product allowing automatic detection and removal of Viruses, Spyware and malware. Also included is compressive Microsoft Exchange mail scanning. All managed seamlessly in the background by us.

Free Server Disaster Recovery

- Hardware Failure – Your warranty coverage from Dell will get you back to a C: prompt, we'll take you the rest of the way at no cost to you!
- OS Security Exploitation – If your OS goes down due to a vulnerability exploit, we'll bring it back up – at no cost to you!

Free Online Off-Site Back up Service

- No more tape management
- Piece of mind in the knowledge that you data is stored safely in a secure location.
- In the event of a disaster there will always be a backup available to restore from.
- Easy and instant recovery of deleted or corrupted files.
- Additional protection against theft, fire and corruption.
- First 10GB of storage free!! Unlimited storage available.
- Backups can be as regular as every hour

Vendor Management

As an added service, Torix will provide support coordination for your vendor supplied product/services:

(e.g. Blackberry, PDA's, CAD, ISP's, Line of Business Applications, Printers)

Features

- One number to call for issues with third party vendors systems
- Provide a technical liaison to vendors
- Track issues through resolution
- Provide matrix and analysis of issues

Benefits

- One point of contact - easy to remember and hand off for all aspects of the issue
- Consistent communication – helps to expedite a resolution
- Increased efficiency – users do not have to wait on-line with the vendors representatives to resolve issues

Torix will provide support coordination for vendor related issues.

Our helpdesk will field requests or trouble calls, log the request with vendors and track the issue through to resolution. A letter of agency will need to be written to all Vendors.

Premium Service Plan – Features

Comprehensive System Administration and System Monitoring Services including Helpdesk with Remote Device Management and Regular Onsite Visits.

Service Features

- ▶ On-site setup and ongoing maintenance of workstations, servers and networks
- ▶ Regular onsite engineer visits
- ▶ Secure remote access to all systems to perform troubleshooting management and maintenance tasks
- ▶ Knowledge transfer to in-house administrators and end users
- ▶ Submittal of problems to Torix Helpdesk by using our helpdesk portal, email or telephone
- ▶ Regular automated system maintenance tasks
- ▶ Monitoring 24-7/365 to prevent potential system downtime
- ▶ Remote application deployment
- ▶ Asset management
- ▶ Extended support hours
- ▶ Dedicated IT support manager
- ▶ Disaster recovery
- ▶ Security tools for automatic virus, spyware and malware removal
- ▶ Online off site back up service
- ▶ Agreed levels of service
- ▶ Priority management
- ▶ Monthly management reports
- ▶ Project services discount
- ▶ Additional reporting on request
- ▶ Desktop standardisation (policy enforcement)
- ▶ Extended support hours

Benefits

- ▶ Increase efficiency: respond faster to problems and meet required service levels
- ▶ Maximise productivity: reduce your support workload with a system expert
- ▶ Increase effectiveness: augment the skills of in-house system administrators
- ▶ Realise value: reduce your total cost of ownership (TCO)
- ▶ Maximise your return on your IT Investment (ROI)
- ▶ Minimise system downtime
- ▶ Increased operational efficiency
- ▶ Able to focus on running your business NOT your IT and your vendors
- ▶ Receive peace of mind with the knowledge that your environment is being monitored 24/7-365
- ▶ Justifying service costs with value add
- ▶ Cost effectively gain access to enterprise level support
- ▶ IT Infrastructure Library (ITIL) Best Practices followed by Torix as recognised by the office of Government Commerce and British Standards Institution (BSI)

Expert Management of Your Systems

Now you can maximise the productivity of your systems by utilising the expertise of Torix's engineers and consultants.

Through our On-Site and Remote System Administration services, one of our systems engineers will perform crucial troubleshooting, system setup, administration, upgrade, and expansion tasks. If you choose, the engineer will perform hardware upgrades and maintenance. When appropriate, we'll also utilise the experience of our technology partners.

- Install and configure new systems and users
- Perform system administration tasks such as disk management, space and memory allocation, operating system upgrades, and patch management
- Monitor the performance and availability of designated systems, proactively and reactively address problems, maintain a log of activities, and provide end-user administration services, including backup/restore
- Identify and correct problems in operating systems, use and provide alternative solutions where necessary
- Assist with the allocation of system resources and operating system tuning and configuration
- Write scripts to automate necessary procedures such as backup applications
- Install and test any licensed software updates, releases, and patches provided by us and third parties
- Assist users with system operation, optimisation, and debugging
- Provide periodic written and/or oral progress reports
- Perform error log monitoring, analysis, and resolution
- Assist in hardware failure determination and resolution
- Hardware maintenance as required by platform; diagnosis and repair of defective hardware by replacing parts; and installation of hardware upgrades and new systems

Examples of Managed Service Benefits

<p>Patch Management - Fully automated patch management. Scheduled security patch scan, patch deployment and history with the click of a mouse. Scalable, secure, configurable and location independent.</p>
<p>Security Log Monitoring - Daily review of machine security logs to help ensure safe and secure networking environment.</p>
<p>Virus Log Monitoring - Daily review of machine virus logs to help ensure a safe and virus-free networking environment.</p>
<p>Integrated Reports - Comprehensive integrated management and operational reports. Customizable, always available. View online or export to HTML, Word or Excel.</p>
<p>Helpdesk Remote Control - Torix can access your computers remotely from anywhere - securely and safely. We can access PCs behind firewalls and NAT without port mapping or infrastructure changes.</p>
<p>Maximum Security - Encrypted communication using 256-bit RC4 with rolling keys. No open ports. No plain-text data packets the network. Nothing for attackers to exploit.</p>
<p>Remote Helpdesk - Submit all IT issues using the Torix helpdesk function from your desktop/email or web portal such as Application problems, Windows Problems, Network issues, email issues, utilising your unlimited access to our Helpdesk.</p>
<p>Application Deployment - Complete software installations and software updates across the organisation with a mouse click. Easier and more flexible than traditional software distribution tools and other solutions.</p>
<p>Computer Cleanup Wizard - A collaboration of programs that run on machines during the night to fix/repair inaccuracies. Spyware management, Disk Defragmentation, Temp Files Cleanup, Virus Definitions management, Refresh of windows policies.</p>
<p>Application bandwidth monitoring - Discover if certain applications are compromising your system's performance by consuming more resources than necessary.</p>
<p>Asset management / Hardware Warranty Notification -Integrating seamlessly with the PC Inventory feature, manage your computing infrastructure with comprehensive scheduled LAN audits on the frequency you specify. Fully automated and always up-to-date.</p>
<p>Edge Device Support - Changes to the Firewall, Router Switches, Printers (if networked) will be provided at no additional cost.</p>
<p>Application Installation Notification - Receive notifications if applications were installed on machines that you specify.</p>
<p>Application blocking - Prohibit certain computers from running non-business applications.</p>
<p>Individual Remote Access - Access your work machine from outside of the office. You'll have direct access to your PC's desktop, using the same security encryption as the other program features.</p>

Monthly Executive Summary

On the 1st of every month you will receive an Executive Summary that will show you the health of your network for the past month at a glance. You will also have access to over 50 customisable reports an example below.

Company Name

Executive Summary Report:
 Created: 9:23:28 am 3-Nov-06
 For **all machines** in the group
 For data collected in the last 30 days

