

Standard Service Plan



> Proactive > Consistent > Affordable



www.torixmsp.co.uk



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 'Standard Service Plan' provided by Torix will provide your business with a fundamental level of service and protection for your IT infrastructure. This will help you as a business provide a pro-active approach to any IT issues allowing you to ensure maximum efficiency and minimum downtime. This service plan includes preferential onsite and remote service rates.

The 'Standard Service Plan' provides affordable proactive IT management and support to growing businesses. Utilising our unique IT automation framework, Torix provides a range of proactive monitoring services to identify potential and current problems to allow you to act proactively to keep your computer systems up and running, and your people and business productive.

Some of the benefits you will experience are:

- Proactive vs reactive IT management
- 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
- 24-7 system monitoring and alerting with proactive notification

Standard Service Plan - Features

System Monitoring Services including Helpdesk with Remote Control, Onsite Visits Chargeable as necessary.

Service Features

- ▶ Onsite engineers when required*
- ▶ Secure remote access to all systems to perform troubleshooting and resolution*
- ▶ Knowledge transfer to in-house administrators and end users
- ▶ Submittal of problems to Torix helpdesk by using our helpdesk portal, email or telephone
- ▶ Monitoring 24-7/365
- ▶ Agreed levels of service
- ▶ Priority management
- ▶ Management reports
- ▶ Project services discount
- ▶ Preferential service rates

* Subject to availability and preferential hourly rates

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 can 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
- 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

Available Examples of Managed Services

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.
Security Log Monitoring - Daily review of machine security logs to help ensure safe and secure networking environment.
Virus Log Monitoring - Daily review of machine virus logs to help ensure a safe and virus-free networking environment.
Integrated Reports - Comprehensive integrated management and operational reports. Customizable, always available. View online or export to HTML, Word or Excel.
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.
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.
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.
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.
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.
Application bandwidth monitoring - Discover if certain applications are compromising your system's performance by consuming more resources than necessary.
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.
Edge Device Support - Changes to the Firewall, Router Switches, Printers (if networked) will be provided at no additional cost.

The above services may subject to a charge if remote or onsite work is necessary

Executive Summary

You can receive an Executive Summary that will show you the health of your network for the past month at a glance. 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

