

Ongoing Support, Real Time Monitoring and Maintenance Services

To complement our existing Support and Maintenance Services offerings Hitech Support has recently introduced "Real Time Monitoring Services". These new services ensure support is in real time and that it is proactive, minimising system failures and downtime. We encourage clients to sign up and start benefiting from the efficiencies and piece of mind that the new services bring.

The three primary services offered are; 1) Ongoing Support 2) Real-Time Monitoring and 3) Scheduled Maintenance Services. These services compliment one another in a "complete services set" and are ideally purchased as a bundled solution. Alternatively, services can be customised on a per-need basis, either through an Ad-Hoc, Pre-Paid or Monthly basis.



Ongoing Support Services

Hitech Support provides three simple methods for clients to contact us for support or log any technical issues, problems and requirements. All issues are logged in our web based client management system called "HitechCMS" (referred to by us as "CMS").

1. Help Desk Support: 02 9686 7220 or 1300 791 081, Monday – Friday 8:30 am – 5:30 pm
(An after hours support number is provided on a Maintenance Contact basis)
2. Email: support@hitechsupport.com.au (this goes directly to our Help Desk Team)
3. HitechCMS: HitechCMS provides a central means to log all issues, problems, technical & product needs and any other client requirement. You can request a HitechCMS login by simply emailing us at support@hitechsupport.com.au .

Onsite Support is coordinated upon request once the issue is logged by one of the above methods.

Please refer to our Acceptance of Rates form for a listing of our service rates or contact us to send you a copy.

Real Time Monitoring Service

Hitech Support has developed a series of systems and procedures to allow us to centrally and remotely monitor servers, security devices, communications links, networking equipment and other critical components of a network. This service provides the tactical day to day monitoring required to keep a client's network operating at peak performance.

Real Time monitoring is the key to detecting problems and potential systems failures which can help avoid a potential disaster. This can also detect inefficiencies in the network and provide the basis from which we can improve the network.

When a problem or issue is detected it is logged in our CMS system and addressed with the appropriate urgency.

Real Time Monitoring of Servers:

This service provides the following:

- Real Time Monitoring of the Servers condition and critical services
- Daily checks of tape backup and key health parameters
- Patch Status Reporting
- Test restores to ensure that backup is intact
- Uptime History Reporting
- Check that Antivirus and other subscription based services are up and running

This service does not include the following:

- Onsite visits to address desktop or network related issues
- Onsite visits to address server related issues that need to be carried out onsite
- Hardware maintenance or repairs
- Remote Server or Desktop support to address issues or systems failures

Real Time Monitoring of Communications Links, Firewalls & Routers:

This service provides the following:

- Real Time Monitoring of the Internet, VPN or Wireless Link
- Real time monitoring of the Firewall and Router
- Monthly monitoring of security logs
- Monthly backup of configuration files
- Uptime History Reporting
- Bandwidth Utilisation Reporting
- Check subscription based services are up and running

This service does not include the following:

- Onsite visits to address any communications link related issues
- Onsite visits to address issues that need to be carried out onsite
- Hardware maintenance or repairs
- Remote support to address issues or systems failures

Scheduled Maintenance Service

This involves carrying out regular scheduled maintenance tasks to address any outstanding issues and inspect the health and condition of servers and critical systems on a network. Preventative maintenance is conducted to reduce the likelihood of problems affecting the day to day operations.

This facility can be likened to the regular maintenance required for servicing a motor vehicle. Without such regular servicing a car is more likely to break down and cause major damage which in turn can incur some hefty costs.

Key systems such as File and Print Services, Backup, Virus protection and Firewalls will be inspected and updated accordingly to the latest service packs and/or revisions.

Upon completion of the required works we provide a report including a customised checklist with details on the status of the network.

The tasks to be carried out during the scheduled maintenance visits include the following tasks:

1. Review Server Error logs and address any issues that might cause a problem
2. Apply any critical service packs and software upgrades
3. Check capacity of hard disk drives and monitor disk usage
4. Verify that the backup procedures are working properly and conduct a test restore of a folder to verify that the tape drive is operating correctly.
5. Check the Internet/Mail Server. Review error logs and carry out periodic cleaning of queues,
6. Test speed of network and Internet connection via sample download/upload
7. Ensure that Virus Updates are being applied automatically and review virus activity logs
8. Address any miscellaneous workstation related issues that did not warrant a specific visit
9. Meeting to discuss current issues and address future requirements
10. Review Firewall and Security Logs

This service comprises two components:

Remote Maintenance: (carried out remotely from our office)

Most of the routine maintenance can be carried out remotely but there will be some issues and tasks that need to be carried out onsite. Some of these tasks can be carried out by the in-house IT staff while others will require one of our engineers to visit the site. We will customise a maintenance plan to suit the client's level of in-house expertise. We estimate that this takes approximately 2 hours per month per server.

Onsite Maintenance: (carried out onsite)

Depending on the location and site requirements this service may be restricted to periodic visits throughout the year. This service is estimated to take 2 – 4 hours onsite per server depending on the required tasks and issues detected during the Remote Maintenance.

Server Maintenance Agreement:

Server Maintenance Agreement, 12 months, subject to location of server

This agreement covers the labour content to restore the server back to full operating condition in the event of a system failure.

This covers the labour services to carry the following tasks:

- Hardware repairs to return the server back to a full operating condition
- Re-installation of Operating System
- Re-installation of Applications (which are under our management)
- Restore of data and user information back to normal operating state.