

**OUR MANAGED SERVICE PLAN
EXPLAINED IN DETAIL**



highland
managed service providers

There are many computer consultants out there, including Geek Squad that still do break-fix computer work. In other words, something breaks and they come in and fix it either remotely or with an on-site visit. It's the worst way to work. Their profits are driven by the failure of your network.

We do things differently. Our managed service plan is designed to be simple to understand but comprehensive in what it provides.

What is it? It's a basic package of services dedicated to network monitoring and maintenance. Consider the analogy, think of your network as a car, we're talking about oil changes, making sure there's petrol in there, making sure the windshield wipers are working, the headlights are working, topping up fluids and there's air in the tires. Basic stuff.

What's its purpose? To provide you with BUSINESS RESULTS: peace of mind, reduced operating costs, speed up productivity, lower risk and to remove the complexity of managing I.T. issues.

How does it work?

- By distilling all your hardware and software vendors and service providers of Internet, servers, domain, website, email, printers, business applications, phone systems etc down to one agent – the managed service provider.
- By identifying problems before they become a major issue via server and system monitoring
- By providing an ongoing system of network maintenance and support
- By providing quick, responsive action to incidents.

Scope of the Plan

The plan is designed to provide a single point of contact for all I.T. related issues so that in effect you have your own "virtual" I.T. department. Phone support is your first contact option. Then email is another nice way of making a request for service. If the issue cannot be resolved with phone and remote support, an engineer will be dispatched to the site. Most helpdesk requests can be answered and resolved remotely. All incidents, whether called in or reported via email, will be submitted as tickets and available for tracking all the way from first report to final resolution.

A Managed Service Contract

Contracts are formed in a couple of ways. Either a month-to-month agreement with no long term commitment or a 12 month (or longer) agreement would give you a 10% saving. In any case, payments will be made on the first day of each month.

Cost

The cost of the service plan is derived from the number of PCs/laptops and servers you have (not including cellular mobile devices) and the level of support you require. See the section below on pricing for details. Standard package plans will include onsite support, to deal with any issues relating to the smooth running of your company I.T., for a total of 4 hours in the calendar month. These hours may not be carried over to the next calendar month. Standard Package customers are invited to take a discount when purchasing additional hours, in an effort to "bank" time. Banked time can be used to cover running over the inclusive 4 hours or for future special projects like infrastructure upgrades. Otherwise, labor cost will be billed at the S.H.R. (Standard Hourly Rate). See the discount grid below. Banked time may roll over to the next month and on indefinitely **even if you opt out of the monthly agreement**. If you use all of you banked hours but more labor is required, the time will be totaled and at the end of the month you will receive an invoice for the time at the discounted rate. Premium Package customers will enjoy unlimited onsite support to deal with those same issues relating to the smooth running of your I.T.

S.H.R.	£58
1 hour (in addition to the original 4) = 10% discount	£52.20
2-4 hours (in addition to the original 4) = 20% discount	£69.60
5 plus hours (in addition to the original 4) = 25% discount	£72.50

Managed Service Plan Prices

Our plans are designed with simplicity in mind. It's our goal to make it as easy as possible for you to calculate the price of a plan that suits your network. You're invited to select between Standard and Premium from the following rate card then simply multiply the rate by the number of PCs/laptops and servers you want to cover by the plan to determine the total monthly price. Please see the following section "*What's included in the managed service plan?*" for a detailed explanation of the services.

We want our customers to feel comfortable working with us. To that end, we're giving our customers a free "ice breaker" network health check. We're offering to come to your site to meet with you and conduct a 133 point assessment of your

current network infrastructure. Our findings will be faithfully presented to you in a summary report for you to review. The report is designed to assess the extent to which we think your network is running optimally and highlight how things could be improved. Problems or issues should be resolved before a managed service plan can commence.

HIGHLAND MSP RATE CARD

		Standard	Premium
PCs & Laptops	Unlimited remote support Patch management Routine maintenance All network monitoring <i>except Exchange Server, RAID status and backups.</i> Hardware and Software auditing Client portal access and usage Basic training and guidance UPS Management Spyware detection and removal Firewall management Vendor Liaison Quarterly review	£25/month	£33/month
Servers	Unlimited remote support Unlimited remote administration Patch management Routine maintenance Network monitoring Hardware and Software auditing UPS Management Firewall management Vendor Liaison Quarterly review	£99/month	£150/month

Response Time

Support hours are between 9.30am and 6.00pm Monday through Friday. We endeavor to answer your call for request immediately. If it is not answered immediately, it will be answered in the order by which it was received. The longest time you can expect to wait for a response is 3 hours. The longest you can expect to wait for an emergency call out is the next day. Ultimately the fastest way to get a response is via email.

Travel Time

Premium Package customers can enjoy all-inclusive travel expenses. With one exception. If we're required to travel to a different site, we may need to bill for mileage at the rate of 50c per mile.

Standard Package customers will be billed for travel at the rate of 50% of the SHR if travel is requested. To make things easier, we have zoned the county area into 15 minute travel intervals. Customers requesting travel to sites located beyond the zoned area will be billed for 60 minutes plus mileage at 40p per mile. Please see our [travel zone map](#) for detailed information.

Why do I need a managed services plan? The direct response to that question is *How important is your data?* You can't just setup a network and ignore it. There are critical components and systems and activities that you want to make sure are functioning properly or it can spell disaster for business. Here are some common reasons why you need managed services;

- **Outlook.** Email's working fine on the surface with no problems. However, the email data file that contains your Inbox, Sent Items, Contacts, Calendar and Tasks is growing out of control. The next time you go to use Outlook it will not launch or maybe it will start but you can't send email or some of your mail is missing or you can no longer open Inbox subfolders. You are dead in the water. A corrupt Outlook data file is a common problem and disastrous on many levels; your work is stopped and there's a good chance you're not going to get *any* of your mail back. What is the financial cost of this happening? It would never have happened, had someone been monitoring your network.
- **A failed drive on the server goes unnoticed.** The second drive fails on the server and business comes to an abrupt halt. The backups *were* working last time someone from the office checked but that person was so busy, they never had a chance to check and boom! Everything's gone since the last backup two months ago. Had someone been monitoring the network, the backups would have been working properly and the first failed drive could have been detected early, replaced and prevented all together with little or no downtime.

- **Malicious acts of disgruntled employees.** Data can easily be copied and stolen or deleted if not secured properly. Most attacks on computer networks originate from the *inside*. With just a little bit of knowledge, a user could easily access your hard drive from across the office and you'd never know it happened.
- **Conscious or unconscious network damage.** You can't just have a network connected to the Internet with users on there and expect it to stay stable and secure. Left unchecked, web browsing and emailing will shut you down. By default, Windows users have full administrator access to the workstation. Sooner or later a user will hit a website that will install a virus or spyware or piece of destructive code and before they even realize what's happened, the workstation is crippled. *Software causes systems to slow down.* With this level of access to the system, the user is free to install any software he/she wants.

It's generally not a good idea have non IT people from the office be responsible for routine tasks like backups, antivirus, software installation, patch management, server management etc. If your company depends on the availability and security of your data to operate, then it's completely irresponsible to not have a qualified professional monitoring and maintaining it.

Are there different levels of managed service? Yes. There are two levels of service plan available to our customers. Standard and Premium. Standard includes everything that Premium includes. However, Premium includes unlimited onsite support to manage, maintain and support the day-to-day running of your IT infrastructure.

What's included in the managed service plan? Our service plan provides the following services;

- Patch management
 - The term is used to describe the process of introducing new code or "patching" the computer's operating system to fix known issues or to plug security holes. Microsoft and Apple continue to release updates on a regular basis. Microsoft has a variety of categories of patches; Critical Updates, Hotfixes, Security Updates, Service Packs, Software Updates and Update Rollups. This is taken care of on all your systems as part of the service plan.
- Firewall management.
 - Most small-med sized businesses have a firewall positioned at the gateway between the Internet and the office's private network. It offers protection to the private network from attack from the Internet. Firewalls vary in sophistication and therefore the level of management of the device scales proportionally. For example, a Linksys router is a basic firewall device that requires basic management. A sophisticated firewall, like a Sonicwall, is a basic firewall plus it will have additional, more advanced features to manage e.g. advanced firewall rules, web content filtering, intrusion detection, gateway antivirus, gateway anti spyware etc. Your firewall will be managed as part of the plan, regardless of the level of sophistication.
- Routine desktop maintenance
 - It's clear that computers slow down over time. It's caused by disk fragmentation, file system corruption, software installation, excessive numbers of startup and background processes, disk space utilization. There are certain house keeping routines that can be performed to try to reduce the effects. These routines will be performed at a pre-determined time as part of the plan.
- Network monitoring. The phrase is used to describe the process of watching over your systems so that problems can be anticipated and prevented. Following is a detailed list of the items included in the monitoring process.
 - Backups. Backups will be checked daily. If they fail, the problem will be diagnosed, troubleshot and resolved. In cases where removable media is used, a responsible person from the client's staff will be trained on how to manage it. How to change tapes and how to rotate the media.
 - Antivirus. System must be secured against the threat of virus attack. Our system of monitoring provides for verification of virus updates and management of scheduled virus scans.
 - System Logs. Windows event logs store crucial information about the state of a system. They are key to diagnosing the source of a problem and predicting potential problems. Subsequently they're integrated into our monitoring process.
 - Disk Space. It is critically important that this is monitored. If the space remaining on the system volume of a PC or server is used up then Windows will cease to function properly if at all.
 - Exchange Server. This server is primarily responsible for all email messaging and mailbox functionality. It's probably the most important server in your organization. There are routine health checks that must be made on a regular basis including but not limited to disk space, message queues, system logs, backups, mailbox and public folder usage, online maintenance, transaction logs, etc, to ensure its smooth operation.
 - Hardware changes are tracked to ensure optimum network performance
 - File and Folder security. We employ Windows security to control access to data across the network. Security in the Windows file system is incredibly sophisticated and can also, when used properly, be

leveraged to monitor users who attempt to access sensitive data so breaches in security can be tracked and recorded.

- RAID Status. RAID is a technical term used to describe the way we build performance and reliability into your server's disk subsystem. In other words it makes your server fault tolerant and faster. A RAID array is a combination of two or more hard drives coupled together to provide redundancy meaning if one hard disk fails, your server can continue to work without interruption without the loss of any data. It's very important that the RAID array be monitored closely so that a drive failure can be resolved immediately. If a drive fails, a new one is shipped for free (if the server is still under warranty) and we can arrange for it to be installed with little or no down time.
- Software Installation. Since this is a major source of computer problems including slow-down, it must be monitored and managed properly. Administrative access to computers must be brought under control for standard users and must be password protected for network administrators. This way, only authorized software may be installed and the computer will last longer.
- Hardware and software auditing.
 - Understanding the composition of your network is key to ensuring its trouble-free continuity. As part of the plan, we ensure server hardware warranties and support contracts do not expire unexpectedly. Software licensing is often left un-checked in many businesses resulting in lost agreements and lost installation media. The network can very easily fall out of compliance and be liable for a breach of a license agreement. Licenses can end up scattered and out of control. We ensure that software licensing is managed properly and maintained accurately.
- Spyware detection and removal. Spyware can be prevented at the gateway of your network as a special feature built into the firewall. Spyware may also be cleaned from a computer post-infection.
- UPS management.
 - The Uninterruptible Power Supply is the term we use to describe a server or desktop computer's battery backup. It is used to prevent the unexpected shutdown of a computer in the event of an outlet power outage. Like the firewalls, these devices vary in sophistication. They can either be controlled simply with software and a USB communication cable or, in more advanced setups, they can be controlled over the network. We will manage the UPS as part of the managed service plan.
- Adding/removing users.
 - Employees come and go and so network users must be setup and removed appropriately.
- Helpdesk support and troubleshooting.
 - Managed service plan customers can call our helpdesk during business hours between 9.00am and 6pm GMT for assistance with computer issues.
- Quarterly and/or annual review.
- Training.
 - We concede that standard office users may not be so computer literate that they can always "hit the ground running" on certain programs and applications. For example, some of Outlook's more advanced features like shared mailboxes, shared calendars, send on behalf, email archiving, public folders etc. We will provide basic training and guidance where required.
- Vendor liaison – hardware/line-of-business application/ISP/phone company/domain.
 - Oftentimes, vendors need to be consulted for various reasons. Coordination with all of these vendors will be covered as part of the plan.
- Installation of software updates.

What Is **Not** Covered?

The information we've laid out in this document should show that our support service will cover everything required to keep your IT working efficiently, manage the day to day operation, provide support for any problems that arise and generally assume responsibility for the smooth operation of your network.

What isn't covered is anything that we would class as a project or the cost of any parts that are required (software or hardware) to either keep your IT working or upgrade it.

We recognize that one person's interpretation of an all inclusive service may not match with our intended service level and thus one option would be to create a long and complex contract that listed every item that is and isn't covered but this sort of document would be difficult to produce and subject to change and would also likely lead to dissatisfaction as being told that "it isn't in the contract" can also be a bit frustrating.

To keep our customers happy there are often times when we have to go above and beyond what our service includes but it must be a two way street as should we find that we are constantly being asked to do things that are outside of our

intended service then it could cease to be financially viable to continue providing the service which, if a mutually acceptable solution could not be found, may lead to us having to “resign as your IT support company”.

A good example of this is the age of your equipment. The stated life span of a server is 3 to 5 years and in reality larger companies will change their servers at 3 years where as a smaller company will look to get closer to 5 years. From our perspective it is not financially viable to be looking after a server that is over 5 years old as it would be difficult to source parts for it thus causing us to spend excessive amounts of time in keeping it running. In this situation we would have to advise our customer that they needed to purchase a new server which we would then quote as a new project. If following our quote the customer did not wish to take our advise and they carried on asking us to keep their old server running we may find ourselves in the position of having to re-negotiate the support agreement.

This sort of situation is rare as in nearly every case the customer can easily see that the cost of down time and disruption to their staff and business far out ways the cost of supplying and installing the new equipment.

For us the key to a successful relationship is the application of common sense to any situation and as it is in our interest to keep the customer happy we are likely to lean in the direction of the customers interpretation of common sense but there will always be limits to this and thus we would assess each situation on its own merits rather than relying on a firm contract to dictate the outcome.

