Managed Services Contract – How IT works

MyManagedTech takes great pride in our best-in-class Managed Services offering. There are always a lot of questions as to how it works and who the wizard behind the curtain is, so we created this document as a way to answer some of the common questions we receive.

I. What's Included?

Proactive Technology Management
- 24 / 7 / 365 availability monitoring & alerting for servers and network devices
  - Up/Down monitoring of SNMP-enabled network devices
  - Server performance monitoring (CPU, Memory, Paging File, Disk Space)
  - Internet Service(s) availability
  - Event Log monitoring
  - Backup monitoring
- 24 / 7 / 365 remote troubleshooting and resolution for servers
- Desktop optimization services (Operating System & MS Office updates, disk defragmentation, temp file deletion, common program updates (optional))
- Server preventative maintenance
  - Installation of approved Microsoft Security patches
  - Active Directory Health Check
  - Exchange Health Check
- Installation and centralized management of Antivirus and updates
- Remote Access to desktops (if needed)

Network Administration/Reporting
- Dedicated Network Administrator
- Application of MyManagedTech's Best Practices across the client network
- Monthly discussion to review current network health
- Monthly report on all centralized services
- Network documentation & Technology asset management / inventory services

Reactive Support Services
- Business Hours (8am-6pm EST) Remote Support (Phone / Email / Remote Session) – Included for all servers/workstations named in contract
- Business Hours (8am-6pm EST) On-Site Support at discounted rate (See Section III D)
- Secure online customer portal (enter/update service tickets, view ticket status)
- End user 'How To' questions
- Problem isolation and resolution
- Discounted After Hours, Weekend and Holiday Onsite Support (See Section III D)

Technology Consulting
- myCTO (Dedicated Chief Technology Officer)
- Quarterly technology review & presentation of technology summary
- Design Desk resources (solution design, recommendations)
- Technology budget planning
- Business impact of technology decisions
- Procurement services for hardware/software purchasing
- Third party vendor assistance services

Optional Services
- Managed Firewall – Website filtering, edge antivirus and vpn ability
- Hosted Exchange and anti-spam service via Office 365
- Cloud based email via Google Apps for Business/Non-profits
- Remote backup of critical business data using industry standard cloud backup solutions
- Cloud based file storage for daily use – can be used instead of onsite server or in conjunction with it
- Security Camera system support
- VOIP Phone support

II.   What's NOT Included?

- Unlimited onsite support
- Work on personal devices for users (unless specified in contract)
- Printer maintenance (use 3rd party at client's expense)
    - Basic troubleshooting is included but if parts or service are needed that is where we stop and refer to printer company
- Website design/hosting
- Warranty of any hardware covered (this is provided by manufacturer)

III. How does it work?

A. Installation & Setup

In order for our service to work, we have to install a small piece of software on each workstation or server that is being covered. This process can be done remotely with ease as it only takes about 30 seconds to run the setup file.

Once the agent is installed, it takes care of the rest for us. It downloads and installs our antivirus solution directly to the covered stations and changed the Windows settings so that our managed service can manage the Windows updates.

All this happens in the background without affecting the computer performance and without any interaction from the user. After the initial ten minute scan, it also provides us with a report that outlines what is deficient with that system so that we can take almost immediate action. It also take care of installing our remote support connection tool. This way we can provide very quick and personal service to your users.

Once we get your systems up and running and scanned, we then usually provide the client with a list of items that need to be addressed based on priority: immediate, soon or when you want. This is the start of our "myCTO" service and all future interactions and planning will be based on this initial report.

B. Ongoing Support

After the setup is complete, your users can now create tickets for support. This can be completed by submitting issues in one of the following ways:

1. Submit a ticket through our ticket system at http://help.mymanagedtech.com

2. Send an email directly to help@mymanagedtech.com, this will create a ticket for you and send you the automatic ticket email so your users have access to check the status

3. Call our main phone # 609-755-4216 and press 2 for Support if non-urgent
   Users should leave detailed message describing the issue, their name and business and the best call back #

4. FOR EMERGENCIES ONLY – Call the main # 609-755-4216 and press 3 for Emergency support. This will ring whoever the on-call technician is for the say and put you right into their voicemail on their personal cell phone.

C.   Our 1-2-8 Service Guarantee

The most important thing to know about a Managed Services contract is that our client's receive a 1-2-8 Service Guarantee. This is our way to stay accountable to you.

This means that when you submit a ticket, within one hour we will reach out to you to get further detail on the issue and possibly start phone support. Within 2 hours of the ticket being submitted, we will have started support via remote control or by walking you through steps needed. If we cannot fix the issue over the phone, we guarantee that we would be onsite within 8 hours or if the issue was reported after 2pm, we would guarantee the first appointment the next business day.

For a service request to fall under our **1-2-8 Guarantee** it must have been submitted via ticket system or by actually speaking to a technician. Leaving voicemails or sending emails or text messages directly to technician cell phones is not acceptable for guarantee purposes. This does not mean that we will not provide support for issues that come in via voicemail or regular email, but just that they would fall outside the 1-2-8 guarantee.

Emergencies happen, we know this, and for all our Managed Service clients we provided an expedited on-site time frame of 4 hours from the time the urgent issue is reported. Typically we do our best to drop what we are doing get to you in the fastest way possible. Sometimes that could be via remote support, sometimes we call our closest technician or sometimes we work with IT partners that we trust that we know could be closer to your location. All of this is in the name of providing our clients the best possible service.

D.   Pricing

Of course one of the most asked questions we get is **HOW MUCH?**

Our full range of Managed Services is based on a very simple per workstation and per server cost. In addition to our rates, clients usually want to know if any onsite service is included. As a part of our goal to provide clients with an easy way to know how we work, the formula for onsite hours to be included is simple; for every 5 workstations and 1 server (at a minimum) covered under the contract, clients receive 1 hour of onsite service during that month. Please see our example below. ****It is important to note that hours given do not roll over each month, they are to be used in the same month they were given****

AdvancedCare Managed Service Contract Normal Rates

$25/month for each workstation covered

$250/month for each server covered

Managed Service Contract Non-Profit/Religious Rates

$20/month for each workstation covered

$150/month for each server covered

MyManagedTech Rate Schedule

On-site Support (per Hour)	Standard Rate (Non-Contract)	AdvancedCare Rates (Under Contract)
Monday-Friday 8am-6pm	$125	Business - $100/hr Non-profit/Religious - $90/hr
Monday-Friday 6pm-9pm	$150	Business - $110/hr Non-profit/Religious - $100/hr
All other times & Holidays *(same for all businesses)*	$200	Emergencies - $150/hr Non-Emergencies - $175/hr

Typical Client Example

Non-profit Company ABC has 20 workstations and 2 servers.

20 x $20 = $400/mo for the workstations
2 x $150 - $300/mo for the servers

The total would be $700/mo plus tax and would give them up to 4 hours of onsite service for free.

E.   Payment Options

Our pricing discussion then leads into: how do we pay for your services? This is where we are very flexible and do what we can to accommodate. Choices are:

- **Monthly pay via credit card auto-bill**
- **Quarterly pay via company check**

Since our services are considered pay before you use, all our invoices whether monthly or quarterly are dues by the 1st of the month in which service will start. We do our best to send out invoices at least 15 days in advance so our clients have time to put them into accounting systems etc.

We offer an additional 5% discount if you pay for the whole year of service up front

F. Protecting Clients During Sever Weather

Since we live in the wonderful Northeast, our weather can sometimes be unpredictable or even worse. With the rash of severe weather both hot and cold, MyManagedTech has taken great steps to ensure that we can continue to deliver the same great service during these times. Here is how it works:

> Our management system is cloud based, this means that in the event power is out in the office, we can still access our system from any wireless device (laptop, tablet) and still check our tickets coming in, update status of tickets, see our monitoring dashboard for both workstations and servers and even do remote service from any device. This means that we can literally work from anywhere that is in better shape than our office, someone's house, a coffee shop, a hotel with free Wi-Fi, etc. As long as cell phone service is still running, all our techs are trained to keep in constant contact with our clients during events like these as best they can.
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> In the event it is your business that has the severe weather affecting it, our system will alert us when your systems are not reachable after 15 minutes. We first get email alerts of this, then after 1 hour, we get text messages directly on our cell phones telling us that your devices have been out for an hour or more. All of these alerts generate an automatic ticket in our system so that our techs can respond immediately if there is something we can help with.
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> Our onsite services would, of course, be impacted during any severe weather or natural disaster. If travel is still allowed, then we will still try to stand by our 1-2-8 guarantee, but we would definitely communicate with you all along the process of us trying to get to your location if possible. This way you know we are on our way and we would hope that us travelling in snow or other crazy weather just to get you would gain us some good will so that, in the event we cannot hit our 8 hour guarantee (or 4 hr for emergency), no credits have to be issued to the client because we were 10 minutes late.
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> MyManagedTech has not had a time since its inception where we could not provide support to those clients who needed it during severe weather or natural disaster.