NOYTECH
MANAGED SERVICES AGREEMENT

REDUCE YOUR IT EXPENDITURE! REDUCE YOUR STRESS! OUTSOURCING YOUR IT NEEDS TO A DEDICATED TEAM OF TECHNICAL ENGINEERS JUST MAKES SENSE!

NO LOCK-IN CONTRACTS! (Min 3 month Commitment)

PROACTIVE SUPPORT PROGRAM
- 24/7 Monitoring & Alerts of **ALL** Servers & Workstations
  (Sys/App Events, CPU/RAM/HDD Utilisation, Virus Detection, Hardware Fault, Security Violations)
- Predictive Hardware Failure & Performance Bottleneck Detection
- Daily Backup Monitoring & Management
- Unlimited A/Hrs Server Reboots as Requested
- Server & Workstation Asset Management
- 1hr inc Remote Support for Minor Requested Tasks
  (User/Email Creation, Restore, Printer Fault Resolution)
- Windows Updates A/Hrs
- Monthly Monitoring & Service Report
  (Suitable for Accreditation/Security Documentation)
- Network Health Audit & Assessment Report included as part of new Client Onboarding
- Ongoing Security & Disaster Recovery Consultations
- Ongoing Network Audit/Review for Budgeting
- VIP Treatment — Priority Response
- Access to Emergency After Hours Support

How much downtime can you afford?

+ MEDICAL INCLUSIONS
- MD/PracSoft MBS Fees Updates as Released
- MD Monthly MDRef Updates as Released
- BestPractice Monthly Data Updates as Released

TERMS & CONDITIONS
- Minimum 3 month commitment for MSA. 30 Days notice required to Cancel.
- BestPractice and MD Program Updates by appointment only - suitable downtime must be scheduled and may incur additional charges.
- Included Remote Support time during Business Hours only.
- Premium Rates apply for Emergency and After Hours Support. Access to Emergency Support is provided for MSA & VIP Client only.

MANAGED SERVICES NOT FOR YOU?
- **AdHoc Support**—Call or Email during Business Hours for Support as required.
  (Standard Fees apply. No access to Emergency/After-Hours Support.)
- **Network Health Assessment & Audit**—Full Audit & Assessment of IT Systems to identify any areas needing attention. Full Report provided including Budgetary Estimate.
  (Assessment included free in MSA. Standalone Price dependent on Number of Devices, please ask for a free, no obligation quote.)
- **VIP Retainer $185/m**—If you don't require full Managed Services but do require access to Emergency & After Hours Support.
  (Premium Rates apply for all work and are in addition to Retainer Fee.)

NOYTECH Partners: