



NOYTECH MANAGED SERVICES AGREEMENT



Microsoft
Cloud Solution Provider



Bitdefender

HUNTRESS



Cove
Data Protection



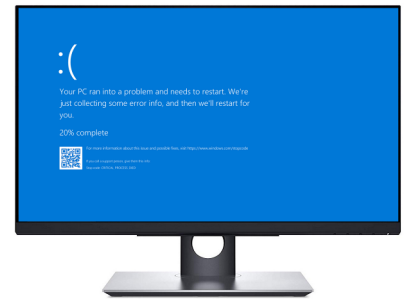
REDUCE YOUR IT EXPENDITURE! REDUCE YOUR STRESS! OUTSOURCING YOUR IT NEEDS TO A DEDICATED TEAM OF TECHNICAL ENGINEERS JUST MAKES SENSE!

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
- Security Management—Endpoint Security **NEW**
- Security Management—Endpoint Detection & Response **NEW**
- Daily Backup Monitoring & Management
- Backup Restorations (Minor) **NEW**
- Unlimited Scheduled A/Hrs Server Reboots as Requested
- Loan PC during Critical Failure **NEW**
- Windows & App Patch Management
- User Management (Additions/Deletions) **NEW**
- Email Management (Additions/Deletions) **NEW**
- Printer Support inc Installation (Minor) **NEW**
- 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?



TERMS & CONDITIONS

- Minimum 3 month commitment for MSA. 30 days notice required to cancel. 'Security First' MSA available from 1/10/2024—new inclusions do not apply to legacy agreements.
- Loan equipment subject to availability. Associated labour fees apply.
- BestPractice and MedicalDirector program updates by appointment only - suitable downtime must be scheduled and may incur additional charges. Monthly data updates are automated and do not incur additional fees.
- Support inclusions are provided via remote only during business hours. Included support/tasks are subject to an acceptable usage policy based on typical/average business turnover and are not to be abused.
- Premium rates apply for emergency and after hours support. Access to emergency support is provided for MSA & VIP Clients 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:

