

FIXED PRICE TECHNOLOGY MANAGEMENT

Why choose an IT Leaders Fixed Price Solution?

- IT problems cause **lost opportunities**, wasted staff wages and **frustration**. For every 10 staff that can't work for 1 hour, your organisation burns between \$800 and \$4000 per hour. **Prevention is better than cure.**
- When maximum efforts are directed at issue prevention, rapid resolution, and future planning, **overall costs are reduced.**
- Prevention and rapid mitigation requires a lot more technical time, planning, and expensive technical tools. With a fixed price service agreement, we perform an enormous amount of work behind the scenes to deliver you **improved reliability and productivity.**
- **Budgeting** is also far easier with a fixed price agreement, and our **aggressive pricing** put it within reach of every business.

Monitoring & Maintenance Magic

- **We prevent more issues and fix issues faster.** IT Leaders has a 10 year investment in the world's most advanced fault prevention and mitigation systems.
- **Improve staff productivity:** Detailed checks of all systems, backup checks, and performance adjustments – more of the important work we do quietly every month.
- **Make improvements and optimise spending:** We can show you when a machine is not powerful enough for its job, when storage is running low, when staff are wasting time on Facebook, and many other things.

IT Strategy Meetings to keep your IT in sync with business goals



- Our unique **colour-coded report** simplifies understanding your complex IT systems. This empowers you to **make optimal decisions** on risk, performance, and cost.
- We also show you what we've been working on in the background (at no extra cost), **what outages we prevented** recently, and the **progress of projects.**
- **We also proactively advise** on new technologies to consider when your budget allows.

IT Strategy Meetings to keep your IT in sync with business goals

- Feedback from clients is that they like our support because **our staff understand their business and resolve issues quickly.**
- This is due to great site **documentation**, careful staff selection, training, **advanced management systems**, careful tracking of tickets, and effective use of **advanced support technologies.** 15 years of experience counts!

We believe in simplifying the complex.

We believe that technology should be your trusted ally.

We believe that great technology elevates your dreams.

Diligent support. Deliberate reliability. Trusted IT guidance.

Technical Support

Complete IT Management
\$90 to \$130/user

Proactive IT Support
\$69/user

| | | |
|--|-----------|--------------------------|
| Price for each additional user/computer added to agreement. | \$80/user | \$69/user - \$150/server |
| Unmetered remote support and onsite support included in monthly fee * \$75 flat callout fee on Plan 2. No callout fee on Plan 1 (within 40 kms of our bases). | ✓ | ✓* |
| Service Level Agreement with 2/4/8hr response times and 8am–5pm M-F support. | ✓ | ✓ |
| Fixed price new computer / replacement computer \$190 / \$290. | ✓ | ✓ |
| Removal of known viruses / machine restoration included. Handling of significant security issues or breaches. | ✓ | |
| Emergency server rebuilds / repairs / restores from backup. | ✓ | |
| Extended support hours 12 x 5 (7am–7pm Mon - Friday). | ✓ | |

Performance & Fault Monitoring

| | | |
|---|---|---|
| All monitoring systems are active 24 x7 (monitoring actioned during support hours). | ✓ | ✓ |
| Firewall monitoring & basic server performance, monitoring CPU, RAM usage, disk. | ✓ | ✓ |
| Server Advanced Monitoring: 19 different health variables. | ✓ | |
| Customised monitoring & alerting – for example: website/database up, SMS alerts. | ✓ | |
| PC/Laptop monitoring – CPU load, memory usage, disk usage, warranty, speed. | ✓ | ✓ |

Preventative Maintenance

| | | |
|--|---------|-----------|
| Defrag server if required, clear temp/rubbish, fix minor issues in server logs. | Monthly | Quarterly |
| Check daily alerts of server logs, review serious issues. Check + fix backups. | Daily | Daily |
| Backup test restore + checks to random files. | Monthly | Quarterly |
| Server physical inspections & clear air vents annually. UPS full load test annually. | ✓ | |

Data Safety & Network Security

| | | |
|---|---------|-----------|
| Windows PC & server security patching. | Weekly | Weekly |
| Security patching cross checking and manual repair. Antivirus scan. | Monthly | Quarterly |
| Antivirus software included in plan (cost - \$40 / computer annually). | ✓ | |
| Daily backup checking and daily Antivirus checking *(with supported Antivirus). | ✓ | ✓ |

Virtual CIO IT Strategy Reporting

| | | |
|---|--|---|
| Frequency of reporting and atrategy meeting (onsite within 40kms of one of our bases, or else meeting by video). | > 30 staff: Monthly < 30 staff: Quarterly | > 5 staff: Quarterly < 5 staff: Biannual |
| Standard reports: Traffic Lights, Detailed Ticket, Performance, Antivirus, Monitoring, Warranty Reports. | ✓ | ✓ |
| Advanced reports: Executive Board Report, Risk Analysis, Projects Progress, Asset Register, Security Dashboard, IT Strategic Plan Progress, Ticket Analysis, other reports as required. | ✓ | |