



# MANAGED IT SERVICES

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Proactive IT Support Program

 Port Macquarie | Taree NSW

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 1800 965 100

 [www.altitudecs.tech](http://www.altitudecs.tech)

### Introduction:

The following information in this document details the products and services provided by ACS Technology Group in regard to Managed IT.

ACS has worked hard with it's customers to develop and deliver an affordable and scalable solution that works alongside the growth of a business.

This document will provide information with regards to the onboarding process and a detailed breakdown of services provided within the managed IT package from ACS.

## Scalable Managed IT

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### PREMIUM PACKAGE (Proactive Support)

\$150 per endpoint each month, servers charged at \$200pm.

This includes:

Dedicated IT Support, all hours of work carried out on-site or remotely is included.

Ability to log a ticket through our monitoring software.

Ability to speak directly with a Technician. Through computer, via chat function.

Ability to be shown how to fix the problem by watching the tech on your screen. Or just have the technician fix.

Security and Antivirus installed on all computers.

Hardware monitoring.

Hardware and software upgrades available via requests.

(Proactive monitoring)

- Antivirus Enterprise Grade included.
- We monitor daily.
- Antivirus updates hourly.
- Any virus outbreak we will fix with no additional costs.

Complete encrypted offsite backups of your central data.

We monitor the backup reports daily.

We cover cost of backup software (depends on the offsite solution).

We cover cost of cloud based backups (depends on the offsite solution).

We have our own offsite NAS for local encrypted storage (depends on the offsite solution).

Daily monitoring of PC status. (Proactive monitoring)

We monitor each PC for HDD , CPU, RAM resource issues plus full system status.

System updates are automatically installed for each machine. If update fails for any reason, we are notified and will manually ensure update is completed.

Each PC can be remotely accessed.

Hardware and software upgrades available via request. We will make recommendations.

(There is an additional cost for any hardware or software upgrades)

### **Ticketing System.**

We pay for this software to be installed on every PC.

Allows user to log a service request from the machine that is having the issue.

Allows us to remote into the machine with no input from client to rectify fault, if no site visit is required.

Client can monitor progress of all tickets plus input any concerns, updated info etc.

### **Full Monthly Report.**

Full report printed out and meeting organised. (If requested)

Discuss points of monthly report, things we will monitor closer etc.

Explain any issues from the previous month.

Allow to discuss next month plus any further IT plans for the future.

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### **ADVANCED PACKAGE (Proactive Support)**

Fixed fee of \$500pm per site.

The package is the same as the premium, however no onsite work or remote work is included in the monthly cost. All work is carried out on an adhoc basis at \$150 per hour.

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### **STANDARD PACKAGE**

Flat rate charge of \$150 per hour, for both remote and onsite work.

This is a break-fix package, we do not maintain your environment or monitor your networks and systems. It is purely a quick fix solution to any IT issues you may experience.

## **One-Time Fees \$ Special Projects**

Special projects such as network upgrades, Office 365 migration or transitioning to the cloud, creating a serverless office, or highly specific tasks, are some of the projects ACS can perform for your business. Due to the variable nature of such work, prices will be dependent upon the specifics of your business needs. ACS will provide an estimate of project cost prior to any singular/multiple works to be carried out.

## Onboarding

ACS will take the following steps when preparing for the delivery of our managed IT services.

- All hardware, software used and its configuration, will be audited, reviewed and must be approved by ACS. Any issues identified will be brought to your attention before proceeding with the rollout of our services.
- You must allocate a primary point of contact for your business; this person will be the primary point of contact for ACS's service desk.
- ACS will implement and deploy our enterprise grade remote monitoring and automation technology on all end points and servers.  
This allows ACS's operations centre to deliver all the services included in the proactive programme.
- For Advance and Premium package holders, ACS will deploy and configure our integrated managed back-up solution, we have a local back-up based in our offices and an AWS cloud-based back-up. We will remove any existing local back-up solution.
- With all our packages ACS will deploy and configure our integrated Managed Anti-Virus solution removing existing products.
- ACS will implement our hardware monitoring solution to check for any or ongoing vulnerability to your system.

## Managed Anti-Virus

We do not charge extra for the manual removal of malware/virus infections, if our system is unable to automatically remove, we will do so at no extra cost.

ACS will integrate an enterprise grade Anti-Virus solution in to all your end-points and servers. This allows our operations centre to actively monitor, manage and update your devices. This will ensure that your business is protected and secure.

ACS takes its level of protection very seriously. We are in the process of being audited by the ACSC (Australian Cyber Security Centre) to ensure we meet the highest possible level of protection.

Your managed Anti-Virus will include:

- Daily updates.
- Status & Threat monitoring.
- Real-time scanning, hourly virus definition updates.
- Monthly Status & threat reports.

## Advanced Performance Monitoring

ACS uses state of the art software and hardware to monitor the health of your endpoints and network. It will identify any issues that could impact performance, or a failure.

This will closely monitor:

- CPU Usage
- Disk Space
- Disk I/O
- RAM (Memory)
- Patch Status
- Connectivity

Scans are carried out every 30 seconds.

## Preventative Maintenance

This is carried out to ensure that all endpoints are operating with the latest updates.

- 3<sup>rd</sup> Party Patch Management
- Windows Patch Management
- Test Shared Folder Availability
- Disk Defragmentation
- Delete Temp Files
- Empty Recycle Bin
- Backup Registry
- Clean Windows Update Cache
- Check Disk
- Sync Time with DC (Domain Controller)
- Create Restore Point
- Enable/Disable firewalls
- Disable UAC (User account Control)

## Cyber Security Audit

ACS implements a government/military grade device provided by the ACSC that will analyse the current state of your system and will allow ACS to identify any current breaches, risks or vulnerability's.

### Hourly rates for work outside of maintenance contracts

ACS does not charge a premium for out of business hours work. We charge a flat fee 24/7 including work carried out on public holidays.

Why we do this, if you have an issue, we do not want you to pro-long the problem to obtain a cheaper rate and potentially cause more work by waiting.

Ad-hoc hours are charged at \$150 / hour.

**However, if you are an ACS Premium managed IT customer there is no ad-hoc charge for work carried out on your system.**

### Contacting ACS's Service Desk

When you contact ACS, please provide:

- your company name.
- your current contact details.
- A detailed description of your issue.

Phone: 1800 965 100 (24/7)

Email: [acs@altitudecs.tech](mailto:acs@altitudecs.tech) (24/7)