

Saving you money, time and IT headaches.

Minimise IT problems and support costs with ZAXX CARE Managed IT Services.

- Are you paying for IT support **every time** you have a problem?
- The longer your IT problems last, the **more it costs**?
- Your current IT support takes **too long to fix the problem**?
- You **can't budget** on what your IT support will cost?

ZAXX solves these all too common complaints with proactive IT Managed Services.

Our combination of regular remote preventative maintenance and real-time monitoring of your computer systems delivers the following benefits:

Minimize your IT downtime and failures. We address smaller IT problems before they become expensive IT failures through our remote monitoring, alerting and support.

Reduce your IT support costs. The ability to connect remotely to your IT systems to take corrective actions avoids expensive onsite callouts and is the key to ZAXX CARE Care Managed IT Services. Proactive maintenance means fewer issues and less “unexpected” and costly onsite IT support work.

Fixed Fee IT management. Our “all you can eat” fixed Managed Service fees deliver a predictable cost for supporting your IT systems. Have piece of mind when you know exactly how much you pay each month for your IT support no matter how many IT problems you have.

We are rewarded when your IT systems run smoothly, NOT when you have a problem. With ZAXX CARE Managed IT Services our success is dependant on the stability of your IT systems.

ZAXX CARE

Managed Services Features

Remote monitoring. We have invested in a state of the art web based IT monitoring system that constantly feeds IT health and performance information back to our Operations Centre over a secure connection.

Proactive Support. When our monitoring system detects a potential IT issue we are instantly alerted and can provide proactive support to address the issue before it affects your business.

Remote Desktop Control. Fast and secure access to your managed IT systems allows us to instantly respond to IT issues or provide an interactive user support or training session “on demand”.

Security and Anti Virus Management. We automatically detect missing security patches or failed anti virus systems. Missing patches or antivirus issues can be addressed remotely and out of hours ensuring you are not exposed to possible Virus or Hacker attacks.

Backup monitoring. Our monitoring systems will ensure your important business data is being successful backed up as expected. Daily email alerts can be sent to indicate the success or failure of the backups.

Asset Management. Report and track locations, owners, suppliers, date of purchase, warranty and lease details across all of your managed IT devices.

Inventory Management. Get an up-to-date view of the hardware and software in use across your business. Track software licensing, installation dates, locations and managed device hardware configurations.

Reporting. Report on our levels of response to various IT Incidents and system health (performance, availability, security, software licensing, etc). We will deliver periodic reports that outline the results and value you are receiving through ZAXX CARE Managed IT Services.

ZAXX Managed Services - the solutions

Our focus is to keep your IT systems operational, available and secure so that you can focus on your business. Our Program consists of two service level offerings

Management. Management encompasses a full “all you can eat” support service whereby ZAXX assumes total responsibility for the ongoing health of your IT systems. Proactive maintenance, detected issues and all on-site support are addressed as part of the flat monthly fee and will not be charged to you. This truly aligns ZAXX and your interests— smoothly running IT system with no issues!

Monitoring. Monitoring ensures the most important functions and areas of your IT systems are running as expected. If an issue is detected or proactive maintenance and support are required to head off a problem before it impacts your business, you will be notified by ZAXX of the required work to address the issue. Any support services will be billed at standard Time and Materials rates .

ZAXX Managed Services - the options

Managed Servers

- Server Management
- Backup Management
- Security Administration
- Server patch Management
- Email management
- Virus Protection
- Real-Time Support
- Asset and inventory management
- Weekly IT health and services reporting

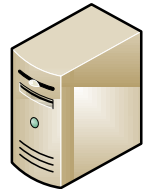


“All you can eat” support”. Fully managed server with guarantees as to health and availability.

\$299.00 per server, per month.

Monitored Servers

- Server Monitoring
- Backup Monitoring
- Security Monitoring
- Server patch monitoring
- Email Monitoring
- Virus Monitoring
- Real-Time Support
- Asset and inventory management
- Monthly IT health and services reporting



Monitoring services only. Support at standard time and material rates. You will be notified if Server support services are required to address detected issues.

\$79.00 per server, per month.

Managed Workstation

- Performance Management
- Virus protection Management
- Disk space Management
- Patch Management
- Real-Time Support
- Asset and inventory management



All you can eat” support”. Fully managed workstations with guarantees as to the health and availability.

\$35.00 per workstation, per month.

Monitored Workstations

- Performance Monitoring
- Virus Protection Monitoring
- Disk space Monitoring
- Patch Monitoring
- Real-Time Support
- Asset and inventory management



Workstation monitoring services only. Support at standard time and material rates. You will be notified if Server support services are required to address detected issues.

\$10.00 per workstation, per month.



REMOTE MONITORING

We use agent based server monitoring that constantly feeds server performance data back to our Data Centre over a secure connection.

REMOTE MANAGEMENT

We can be alerted immediately to problems and connect directly to your server to take corrective actions, keeping your business running.

ASSET MANAGEMENT

We automatically update your IT asset database, making it easy to control your assets.

24 X 7 X 365 SERVICE DESK

At ZAXX we understand that service quality is vital and so we have a single point of contact for all your IT needs.

ON SITE SUPPORT

We are not just a voice on the end of the phone, we have a team of certified engineers that are ready to come on site and work through your issues with you.

ZAXX Care Managed Service Program

Keep your business running smoothly and avoid system downtime. Here at ZAXX, we constantly monitor your systems and watch for any potential problems, where we can take corrective actions before they damage your IT systems or your business. When problems do require action, we offer a fast SLA managed response backed by a range of remote and onsite solutions to get your systems and business running smoothly again.

Managing your business, not your IT systems. We proactively monitor and manage your IT systems, providing alerts based upon business SLA thresholds. This allows us to make proactive decisions to fix potential problems before they impact your business, this data also allows us to provide forward planning and advice to manage your network more effectively.

Fixed Fee IT management. Have piece of mind when you know exactly how much you pay each month for your IT support. Traditional “break-fix” solutions charge by the hour, often to fix the equipment that they supplied you in the first place. Our fixed monthly fee gives you get greater certainty of costs

	Premium	Core+	Core
Server	\$199	\$149	\$99
Proactive Monitoring (CPU, Memory and Storage)	✓	✓	✓
Remote Device Management	✓	✓	Fee
Backup and Restores	✓	✓	Monitoring
Anti-Virus Management	✓	✓	Monitoring
Patch Management	✓	✓	Monitoring
3rd Party Application Support	✓		
Workstation	\$69	\$39	\$19
Patch Management	✓	✓	Monitoring
Anti-Virus Management	✓	✓	Monitoring
Licence Management	✓		
Access to 24 x 7 x 365 Service Desk *	Fee	Fee	Fee
1st level support (remote support)	✓	✓	
2nd level support (on-site support)	✓		
3rd Party Application Support	✓		
Site	✓		
Asset Management (hardware and software)	✓		
Reporting (Executive and Technical)	Weekly	Weekly	Monthly
Quarterly Strategy Meeting	✓		
Bi Annual Strategy Meeting		✓	
Monthly Performance Meeting	✓	✓	✓
Service Level Agreement – Response (hours)	2	4	8