



# Systemnet Managed IT Solutions

## Who we are

Established in 1996, Systemnet delivers responsive, professional and relationship-based IT services to some of Australia's most well-known small to medium sized businesses. Our boutique style of operation ensures that we have an in-depth understanding of all client IT environments and we work closely with clients to develop and maintain robust and sustainable IT infrastructures.

## The Systemnet Difference

- We have a highly experienced technical team and a low turnover rate. We specialise in best in class solutions offered by Microsoft, Symantec, HP, VMWare, IBM Notes and Cisco.
- Engineers work in small teams that each have their assigned clients to service. This means that team members become familiar with your business and all requests are assigned to the team responsible.
- All clients have a dedicated account manager who can assist with quotes, proposals and special projects.
- All support calls are answered in Australia by a fully qualified IT engineer.
- We have a range of support options from pro-active automated monitoring of systems to fully managed IT support.

## Fully Managed IT Services



Fully Managed IT Services is our premium full-service offering that gives you peace of mind knowing that your systems are in top shape at a fixed monthly cost. This model includes:

- Monitoring of all servers, workstations, laptops and compatible network devices.
- Unlimited remote support (fair use policy applies).
- Monthly network health review.
- Quarterly on-site courtesy visit.



## Managed Monitoring Service

*Our managed monitoring service is an affordable service offering that gives you peace of mind knowing that your systems are being monitored and supported by us.*

### Features

- Monitoring of all servers, workstations, laptops and compatible network devices.
- Customised dashboard access.
- Advanced performance monitoring.
- Detailed monthly reporting.
- Key application maintenance.
- Operating system patch management.
- Remote or on-site support as required at your agreed hourly rate.

*Both service offerings includes equipment monitoring. The following equipment will be automatically monitored and detailed monthly reports of system health will be provided to you.*

### Servers

- Advanced Performance Monitoring
- Configuration Management
- Key Application Maintenance
- Operating System Security Patch Management
- Real Time Server Optimization
- Scheduled Preventative Maintenance
- Licence & Asset Management
- Anti-Virus Monitoring
- Integrated Anti-Virus Management
- Regular Vulnerability Scanning
- Backup Deployment & Configuration
- Backup Performance Monitoring
- Backup Software Updates
- Scheduled Backup Jobs

### Network Devices\*

- Firewall Management & Maintenance
- Router Monitoring
- Switch Monitoring

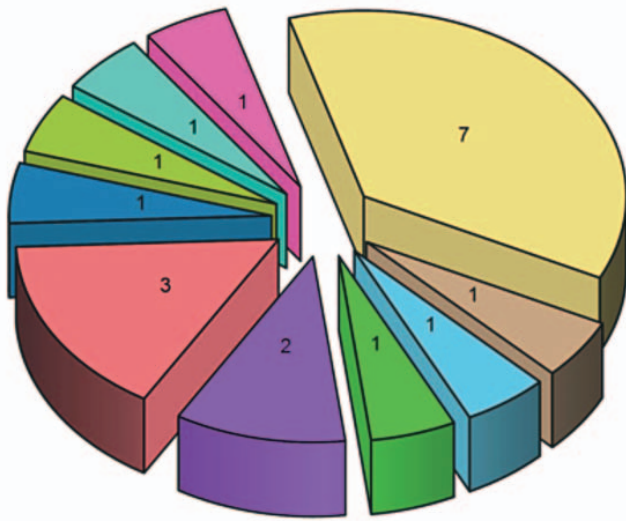
### Workstations

- Advanced Performance Monitoring
- Configuration Management & Enforcement
- Operating System Patch Management
- Real Time Workstation Optimisation
- Scheduled Preventative Maintenance
- Anti-Virus Monitoring
- Integrated Anti-Virus Management
- Regular Vulnerability Scanning

\* Only compatible devices can be monitored.

## SAMPLE REPORTS

### Managed Devices by Operating System



### Service Dashboard Report

#### Service Dashboard Report

Customer: MegaCorp industries  
 Period: Nov 04, 2013 – Nov 08, 2013  
 Device Class(es): Windows Laptop  
 Service(s): Agent Status  
 AV Defender Status  
 Backup Manager Status  
 CPU

Availability (%): ✘ 0 - 50      ! 50 - 80      ✔ 80 - 100

#### Summary

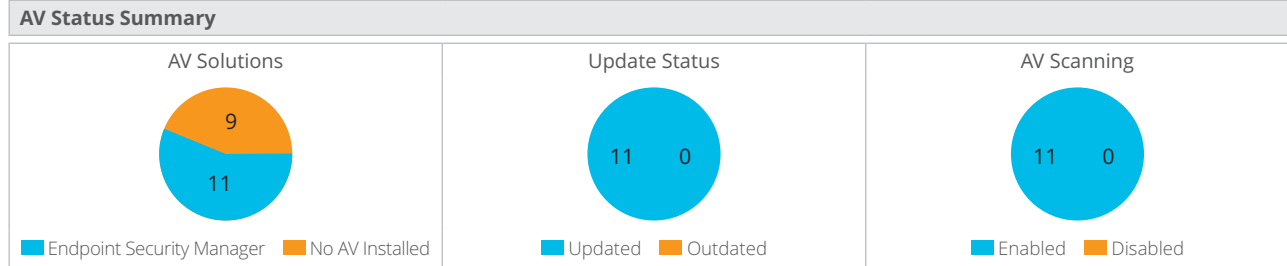
Device Name	Mon Nov-4	Tue Nov-5	Wed Nov-6	Thu Nov-7	Fri Nov-8
bzimmerman-w7f	✔	✔	✔	✔	!
palbert-w8l	✘	!	✔	✔	✔
rgrapes-w7b	✔	✔	✔	✔	✔
ravlee-w8	✔	✔	✔	✔	✔
ravlee-x1	✔	✔	✔	✔	✔
szenz-w8	✔	✔	✔	✔	✔

## SAMPLE REPORTS

### Anti-Virus Status Report

#### AV Status Report

Customer:  
 Period: Jan 01, 2011 – Dec 31, 2011  
 Device Class(es): Windows Server  
 Windows Laptop  
 Windows Workstation



AV Status Details						
Device Class	Device	AV Solution	AV Version	Definition Up-to-date	Real-Time Scanning or Recent Scan	Last N-central Monitoring
Windows Laptop		Endpoint Security Manager	4.07.12.0000	True	True	9/22/2011

AV Threat Counts					
Device Class	Device	AV Solution	Count of Virus Detections	Count of Successful Virus Cleans	Count of Failed Virus Cleans
Windows Workstation		Endpoint Security Manager	4	1	0

### Executive Summary

54%

Previous: 57%

	Current Score	Previous Score
<b>Asset Management</b>		
Devices Under Management	100.00%	100.00%
Server and Network Warranty	100.00%	100.00%
Workstation, Laptop and Mobile Warranty	25.00%	50.00%
<b>Security Monitoring</b>		
Antivirus	8.33%	8.33%
Windows Patching	41.67%	58.33%
Third Party Patching	N/A	N/A
Hardwire Firewall	0.00%	0.00%
Data Protection	N/A	N/A
Business Service Availability	82.38%	78.36%
Network Reliability	25.04%	19.35%
<b>Performance</b>		
Servers	100.00%	100.00%
Ticket Summary	N/A	N/A

For more information or a quotation, please contact Systemnet Sales on (02) 9386 2900 or email [info@sn.com.au](mailto:info@sn.com.au)

#### TERMS AND CONDITIONS

##### Fully Managed IT Services

- Excludes on-site work (with the exception of a quarterly courtesy visit) and installation of hardware and software (with the exception of the monitoring software).
- Excludes project work or changes such as major system upgrades, relocations, disaster recovery services, major virus infections or installation of new equipment.
- Excludes remote support outside of Sydney office hours which are 8.30am to 5.30pm Monday to Friday AEST/AEDT excluding public holidays.
- Minimum 12 month agreement invoiced monthly in advance.
- Monitoring nodes can only be removed after the initial 12 months lapses and a new 12 month agreement is finalised.
- Fair use policy applies to unlimited remote support.

##### Managed Monitoring Service

- Excludes all on-site and remote work. The agreed hourly rate will apply to all such work requested.
- Minimum 12 month agreement invoiced annually in advance.
- Monitoring nodes can only be removed after the initial 12 months lapses and a new 12 month agreement is finalised.

Note: These are not the complete terms & conditions. These will be detailed in any agreement signed with Systemnet Pty Ltd.