



VISITS

Empowering Business Through Technology

Services Catalogue

Managed Services

Managed Solutions

November 2019



Introduction

This Services Catalogue details the **ongoing services** we can provide your business.

We offer two types of services:

- **Managed Services** deliver fixed-fee management of your technology, and
- **Managed Solutions** provide a complete fixed-fee solution, including technology which we supply.

Our services are contained within **modules** that cover different types of technologies. We build your customised service by adding the modules that reflect the technology you use.

As your technology changes over time, we simply add or remove the corresponding module to your agreement. In this way, services are **always aligned** to your business and technology needs.

The modules are grouped into six categories:

	Modern Workplace	Computers and office equipment
	Networks	Internet and office networking
	Security and Data Protection	Identity management, cybersecurity, data protection and backup
	Business Solutions	Business solutions (Office 365 and other software)
	Platforms and Infrastructure	Servers, Cloud, Storage and other infrastructure
	Other Services	A range of additional or extension services

The services included in each module are detailed in the tables on the following pages.

Overview of Services

Managed Services

All Managed Services include fixed-fee support for your existing technology.

Most also include a range of changes that are included in the fixed-fee. The specifics for each module are detailed in the following pages.

In most cases, we provide complete support for existing systems. To save repetition, many modules refer to ***full support for existing systems***. This has the meaning shown in the box below.

Full Support for Existing Systems

“Full Support for Existing Systems” has the following meaning:

Staff Support

- Assisting your staff with any queries or issues.

Proactive Management

- We work proactively behind the scenes to keep systems in a healthy, secure state. Each system is managed in accordance with our best practices, and typically includes:
 - Monitoring** to identify potential issues so they can be investigated and remedied before they have an impact on your staff or business.
 - Maintenance** to apply vendor software updates (to the current software version), firmware updates and security patches.

Incident Management

- If a system experiences a failure or some type of abnormal operation, we work to resolve the issue. This includes:
 - Performing technical work to investigate, diagnose and remediate the issue.
 - Managing vendors where they need to become involved in the process.
 - Arranging warranty repairs.
 - Assisting your staff to ‘work around’ the issue if a practical alternative exists, to minimise impact on productivity.

Managed Solutions

Managed Solution deliver a complete **outcome**, and include an even greater range of services and in most cases, also include all software, hardware and cloud services.

Details of Managed Solutions are listed in the following pages.

Strategy

We’re passionate about technology in business, so we’re always happy to have general discussions about any technology topic, even if we’re not managing or supplying that technology to you.

For technology we are managing as part of a Managed Service or Solution, we provide you with:

- Advice about your existing technology:
 - The **lifecycle** of your hardware and software, including warranty expiration and availability of vendor support.
 - The **capacity** of your systems to manage the demands placed on it by your operations and staff.
 - Key **risks and gaps** that exist within the design and operation of your technology.
 - Cost of ownership** (estimated) of owning and operating the technology.
- Advice and recommendations on future options, upgrades or replacements, including high-level roadmaps and budget pricing.

You are welcome to attend our Executive Briefings and “Hour of Power” events free of charge, and we will provide you with guides and whitepapers that are tailored to your sized business.

We’re happy to have phone discussions at any time and attend strategic planning or IT Steering Committee meetings at your office.

Everything above is included in the fixed-fee Managed Services and Managed Solutions. When strategy moves beyond this point and requires detailed technical design or consulting, we’ll quote a separate professional services engagement .



Modern Workplace

Workplace Managed Service



Management of your computers, peripherals, phone handsets, mobiles and the other technology in your meeting rooms and throughout your office.

Included in
the fixed fee:

For computers (including monitors, docking stations etc) and desk phones/softphones:

- Full support for existing systems (See P3)
- Plus these changes which provide end-to-end lifecycle management:
 - Installation of new computers and peripherals, including installation and configuration of applications and settings.
 - Installation of new or updated applications.
 - Installation of new desk phones or smart phone applications, including configuring settings on handsets and client software.
 - Retiring old systems

For mobile phones / tablets:

- Assisting your staff to configure their device to access your business systems and helping them troubleshoot connection or mobile broadband and tethering issues.

For other office equipment (printers, projectors, conferencing equipment ...):

- Because there is such a huge variety of systems, our standard service provides basic day-to-day support for minor or infrequent support requests.

Not included

For all systems:

- Support for any system, software or configuration which is beyond the device itself, including but not limited to networks, cloud and server software.
- Disposal of hardware, wiping of hard disks.

For computers:

- Reimaging of existing computers due to a change in your standard operating environment or for the purpose of disposal (reimaging is only included for the purpose of troubleshooting individual computers).
- Upgrades to newer Operating System version (for example, Windows 8 to 10)
- Parts or labour to install parts within a computer
- A volume of new PC installations which exceeds an average rate of 4% per calendar month (averaged over the period since your first purchased the Workplace module).

For phone systems:

- Deployment of handsets/softphones as part of a new phone system.

For mobile phones:

- Management of an MDM (Mobile Device Management) Solution – this is a separate module.
- Support for the phone handset or data/mobile contract.

For office equipment:

- Support for specialised systems.
- Support for office equipment is intended to be minor and infrequent. This is sufficient in most cases. We will always advise in advance if additional charges will apply. If you require something more certain and formalised, we can include a customised *Additional Service* to the agreement.
- For printers: Hardware maintenance, hardware repairs or consumable management.



Networks

Local and WiFi

Managed Service



Management of your internal network including the wired (LAN) and wireless (WLAN) networks.

Included in
the fixed fee:

Full Support for Existing Systems (See P3)

Plus these common changes:

- Assigning existing port profiles to a switch port.
- Tuning of WiFi Access Points

Not included

For all systems:

- Installation or retirement of hardware or software.
- Configuration changes beyond those listed in the section above.
- Installation, testing or repairs to network cabling.

Internet

Managed Service



Management of your internet connections, routers and firewalls

Included in
the fixed fee:

Full Support for Existing Systems (See P3)

Plus these common changes:

- Minor firewall rule adds/changes
- Web-filtering whitelist/blacklist
- Intrusion prevention tuning

Not included

For all systems:

- Installation or retirement of new network hardware or software.
- Installation, changes or retirement of internet connections.
- Major firewall rule adds/changes such as for new applications of services.
- Configuration changes beyond those listed in the section above.
- Individual mobile broadband support – this is included in Modern Workplace.



Security and Data Protection – Identity Management

Identity Management – Standard Module

Managed Service



Management of user accounts, permissions and passwords

Included in
the fixed fee:

Full Support for Existing Systems (See P3)

Plus these changes which provide end-to-end management of user accounts

- Creating and retiring user accounts.
- Password resets and ongoing management of permissions.
- If there is a software license associated with the user account, assignment and management of those licenses.

Not Included

- Management of user accounts for systems other than Active Directory, unless these systems are specifically listed in the Services Schedule.
- Significant changes to permission structures (at our discretion, we will make minor changes).
- Archiving/export of user data on retirement of user accounts (service will be provided *On-Demand*).
- Management of MFA/SSO solutions – these are covered under the separate modules below.

Identity Management – Other MFA

Managed Service

Management of your Multi-Factor Authentication / Single-Sign-On Solution

Included in
the fixed
fee:

Full Support for Existing Systems (See P3) including:

- Monitor failed MFA login attempts.
- Reset MFA for staff, after confirming cause of lock-out is not malicious.

Plus these changes:

- Assign / remove users from SSO applications.
- Maintain authentication and enrolment policies.
- Maintain application SSO integrations.

Not
Included

Addition of new applications into your MFA solution. Each application will be quoted separately.

Identity Management – OKTA MFA

Managed Solution

Our **Managed OKTA Solution** provides a fully managed MFA and SSO solution powered by leading OKTA technology.

You get:

- Leading Enterprise-Grade MFA and SSO solution.
- Single sign-on to over 4500 applications.
- Adaptive multi-Factor authentication
- MFA by phone app, smartwatch, SMS or Voice.
- Intelligent security controls including “impossible travel”, unknown device and approved countries/states/cities.
- No password-sync – authenticate against your directory every time.
- Integration with MDM solutions.
- Extendable to your supply chain / partners for access to your business applications.
- And complete management of the solution by VISITS’ technology team.

Quoted Separately



Security and Data Protection – Malware Prevention

ThreatGuard

Managed Solution



A fully managed **malware prevention solution** to protect your business.

Solution includes:	<p>Security Software</p> <ul style="list-style-type: none">• Endpoint Security for all of your computers and servers.• Cloud-based Anti-Spam Security for your emails. <p>Training and Staff Assistance</p> <ul style="list-style-type: none">• Cybersecurity training delivered through hubl.• Suspect email review service – any suspect email reported by your staff will be reviewed to check its legitimacy.• Releasing legitimate emails stopped by spam filters, and management of whitelists/blacklists.• Annual staff Phishing Test with a simulated phishing email sent to your staff and education for staff who fail the test. <p>Threat Monitoring</p> <ul style="list-style-type: none">• FREE ongoing subscription to our Dark Web Monitoring service, which scans the dark web for stolen credentials (user email accounts and passwords) that are being sold online. <p>Technology Management</p> <ul style="list-style-type: none">• Complete management of the endpoint security and anti-spam technologies.
Not Included	<ul style="list-style-type: none">• Installation of and management of client software (eg: Endpoint security) on your computers is provided under the <i>Workplace</i> module. If you do not have this module, we will provide installation and support instructions to the team who manage your computers.

Other Malware Solution

Managed Service



Management of **your** Endpoint and/or Spam Solution.

Included in the fixed fee:	<p>As per ThreatGuard, except for the following:</p> <ul style="list-style-type: none">• Does not include Security Software – we will manage your solution(s).• Does not include annual Phishing Test – this is available for an additional fee per test.• Does not include Threat Monitoring (Dark Web) – this is available for separate purchase.
Not Included	<ul style="list-style-type: none">• As per ThreatGuard

Security and Data Protection – Backup and Recovery

Backup365

Managed Solution

A complete backup solution for your Office 365 Data

	Basic	Standard
Features		
Infinite retention	✓	✓
Data stored within Australia	✓	✓
Daily backup	✓	✓
Granular item level search and restore	✓	✓
Backup of Mail, Calendar, Contacts and Tasks	✓	✓
Backup of Teams data		✓
Backup of SharePoint		✓
Backup of OneDrive		✓
Complete management of the solution including data restoration from backup	✓	✓

vSafeCONTINUITY

Managed Solution

A complete backup and DR solution for your on-premise servers.

- Backup Hardware, Software and Cloud Services all included
- Protection of servers, computers and network shares
- On-premise business continuity with rapid recovery of critical applications
- Individual file recovery
- Cloud business continuity with rapid recovery of all protected servers
- Infinite retention of backups
- Monthly screenshot verification report
- Ransomware detection
- And complete management of the solution by VISITS' technology team.

Quoted Separately

Other Backup Solution

Managed Service



Management of your backup solution.

Included in
the fixed fee:

Full Support for Existing Systems (See P3), including:

- Recovery from backup of individual files (accidentally deleted or overwritten by a user)
- Quarterly test restoration.

Plus these Changes

- Modification to backup jobs

Not Included

- Recovery of individual files from a backup if your backup system does not allow *granular restore* (ie: the ability to easily identify and recover the individual file without needing to restore an entire system).
- The complete recovery of servers, recovery of large quantities of files or recovery of any system resulting from equipment failure or damage.
- Disaster Recovery testing, Business Continuity Planning and related services. Note: Quarterly test is to verify ability to restore data from each backup. Full DR testing available as a separate service.



Security and Data Protection – Other

Mobile Device Management

Managed Service



Management of your Mobile Device Management (MDM) Solution.

Included in the fixed fee:	Full Support for Existing Systems (See P3), including: <ul style="list-style-type: none">• End user support for issues relating to enrolment, policies and managed applications.
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Plus these changes:

- Enrol / remove devices

Not Included	<ul style="list-style-type: none">• Management of the device or phone/data contract.
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Business Solutions – Office 365

Business 365

Managed Solution



Management of Office 365 and helping your staff fully use the powerful software.

	Basic	Standard	Advanced
General Services Applies to included Supported and Security Features			
Full support for your staff.	✓	✓	✓
Extensive resources available on hubl	✓	✓	✓
Troubleshooting of any issues	✓	✓	✓
User Account creation/management to Office 365	✓	✓	✓
Management of Office 365 licenses	✓	✓	✓
Supported Features			
Office Productivity Suite	✓	✓	✓
Exchange (Email System)	✓	✓	✓
Teams		✓	✓
Sharepoint (for Teams file management)		✓	✓
Sharepoint (for Intranet)		Opt	Opt
Forms			✓
Planner		✓	✓
Flow, PowerBI		Opt	Opt
Security Features			
Management of basic security settings	✓	✓	✓
Microsoft Office 365 MFA	✓	✓	✓
Data Loss Prevention / Litigation Hold			✓

Notes:

- Office 365 license subscription to be purchased separately. You will need the appropriate licenses to have access to specific Microsoft Office 365 features.
- Installation and support of client applications (Office Productivity Suite) installed on staff computers/devices is part of the *Workplace* module.
- Implementation of new features within Office 365 may involve Professional Services.

Business 365 – Phone AddOn

Managed Solution

Coming Soon

Management of your Office 365 Teams Phone System, including **unlimited** Australian and Mobile Calls.

Quoted Separately



Business Solutions

Mail Server

Managed Service



Management of **your** Mail Server

Included in
the fixed fee:

Full Support for Existing Systems (See P3)

Plus these changes:

- Provision user accounts and services.
- Manage user permissions.
- Day-to-day management of services such as distribution groups, shared calendars and inboxes.
- When staff leave, manage the transition and retirement process for their previous services including setting out-of-office notifications and forwarding email to other staff (or providing other staff with access to the mailbox).

Not Included

- Export or archive of files/emails from old (former staff) accounts.
- Installation of new versions of server software.
- Changes to permission structures, distribution groups and similar services are intended to be minor and occasional. Large scale restructures will be treated as a separate project.

File Server

Managed Service



Management of **your** File Server

Included in
the fixed fee:

Full Support for Existing Systems (See P3)

Plus these changes:

- Day-to-day management of permissions, such as giving staff access to existing drives/folders.

Not Included

- Management of data
- Major changes to permission structures / resetting of permissions

Cloud File Service

Managed Service



Management of **your** cloud file solution

Included in the
fixed fee:

Full Support for Existing Systems (See P3), including:

- Assistance with, and troubleshooting of synchronisation issues to local computer.
- Staff assistance in accessing and using the system.

Plus these changes:

- Day-to-day management of permissions.

Not Included

- Management of data
- Major changes to permission structures



Business Solutions

Other Business Applications

Managed Service



Assistance with the management of your other server-based Line of Business Applications.

Included in
the fixed fee:

Support includes:

- Initial troubleshooting of issues to determine if the issue relates to your infrastructure, followed by escalation to the application vendor if the issue appears to be application related. We will continue working with the application vendor until the issue is resolved.

Not Included

- Management of the application (installation, configuration, updates, troubleshooting). We can add an Additional Service if you require us to manage the application. This module provides the interface between the application (usually managed by the application vendor) and your infrastructure (managed by us).
- We require you to have a current and suitable support agreement with the business application vendor or integrator.



Platforms & Infrastructure



Server and Cloud Infrastructure

Management of your on-premise and cloud infrastructure

Included in the fixed fee:
Full Support for Existing Systems (See P3)

Not Included	<p>Because it is very difficult to know if/when/what changes you may wish to make, changes other than those required for routine maintenance are excluded. The following services are excluded and will instead be provided through Professional Services (or we can scope a customised fixed-price service):</p> <p>For all systems:</p> <ul style="list-style-type: none">• Installation or retirement of hardware or software (other than the replacement of hardware with identical systems as part of a warranty repair).• Change of supplier / change of service.• Any change to a system which requires design, planning, compatibility assessment or testing.• Data migrations.• Disposal of hardware. <p>For Servers, Storage:</p> <ul style="list-style-type: none">• Any change beyond the application of patches and updates to the (a) operating system or (b) hypervisor.• For cloud servers: scheduled turn on/off of servers (eg: in test/development/demand-based environments). Provisioning or retirement of servers/services <p>For middleware</p> <ul style="list-style-type: none">• Performance management or database tuning.• Any changes to the configuration of the database (other than management of backup jobs) <p>For Power Protection:</p> <ul style="list-style-type: none">• Any change beyond the installation of replacement batteries.
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Virtual and Remote Desktops



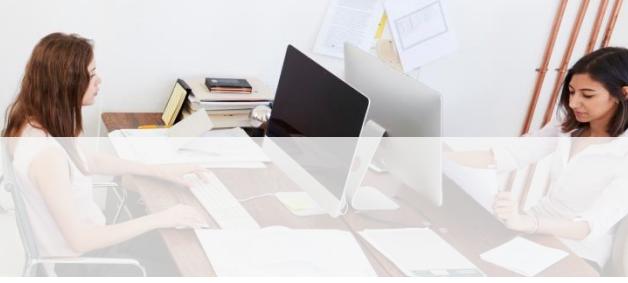
Management of your Virtual or Remote Desktop Services.

Included in the fixed fee:
Full Support for Existing Systems (See P3)

Plus these changes:

- Maintenance of Virtual Desktop Images
- Installation/Changes/Retirement of Client Applications

Not Included
• Installation, configuration or retirement of additional Remote Desktop Servers



Other Services

Service Desk for other Vendors

We will be the Service Desk for your other technologies, providing 1st level troubleshooting, performing standard requests and handling any vendor escalations if needed.

Included in the fixed fee:	The vendors and included services will be specified in the Service Agreement. These will generally include a combination of: <ul style="list-style-type: none">• Service Desk support (staff can contact our Service Desk with issues or requests).• Agreed process for 1st level troubleshooting.• Agreed list and process for standard requests.• Agreed process for vendor escalation and ongoing management of the ticket/case with the vendor, including ongoing communication with your staff.
Not Included	Any service not specifically outlined in the Service Agreement.

Additional Services

We can also customise services to your specific requirements.

The scope of services (inclusions and exclusions) will be detailed in the Services Proposal.

General Information



Hours of Operation & Locations

Service Desk Hours

Our Service Desk is available to your staff during our standard hours with 24x7 support available for critical incidents.

Support	Availability
All Service Desk Services	Standard Service Desk Hours 8:00am to 6:00pm (All Australian Time Zones) Monday – Friday (Excluding local public holidays)
Critical Incidents (Priority 1 and 2)	24 x 7 x 365 Via 1300 National Phone Number Only

Critical Incidents – 24x7

Our 24x7 support is intended for critical incidents, defined as Priority 1 and Priority 2 incidents as explained in the Responsiveness Targets section of this Service Catalogue.

In practice, we take a more flexible view of the definition and we will provide 24x7 support where delaying support until Standard Service Desk Hours would have a *significant impact* on your business.

The occasional non-critical call to our after-hours service will not incur additional charges. However, if we receive after-hours calls that we deem are not critical and we believe the volume or nature of these calls is inconsistent with the intention of our 24x7 service, we will discuss this with you and present a solution for addressing our concerns.

Locations

The Service Proposal lists the supported business locations.

Those sites marked with an * only include remote support. Onsite support is generally still available to these sites although call-out fees will apply.

Sites that are not listed can be supported at On-Demand rates.

When onsite support is included, we will determine where work is performed (remote or onsite), factoring in what is most efficient in terms of our labour and what is best in terms of the customer experience. From time to time, we may ask your staff for their basic assistance in helping us to provide service remotely.

Maintenance Hours

Where our maintenance activities require an outage of your system, we will perform this work before 7:00am or after 7:00pm (Business Days) or on weekends/public holidays.

Whilst maintenance is occurring, there may be some system performance degradation or planned outages. We will advise of any outages beforehand, and if the outage window does not suit you, we can reschedule to another time (another evening or weekend).

Service Level Agreement

Our Modern SLA

We invite your staff to participate in a short survey on completion of their support request, by clicking a 'Face Emoji'.



This incorporates measurement of timeliness, quality, communication, expectation management and many other aspects of service delivery.

We **guarantee** almost all experiences will be happy ones. We allow for only a very small number of unhappy or indifferent experiences.

To allow for some statistical errors when the sample size is small, we guarantee the following results:

Percentage of Smiley Faces	When the % of ticket surveys completed is:
95%	40%+
80%	10 – 39%
Sample size too small	Less than 10%

If we miss our SLA Target

If we fail to achieve the above SLA target in any calendar month, we will apply a credit to your account equal to the following:

If we miss the target	Credit Applied (% of Monthly Managed Service Fee)
By up to 10%	2%
By 11-25%	3%
By more than 25%	5%

Guaranteed Service

In today's demanding business environment, **exceptional service** can't be measured by yesteryear's service metrics.

Service Levels are determined **by your staff** and what **they** thought of the experience.

We **guarantee** that your staff will like our service.

Some Further Details

We take full responsibility for our performance, but we also have to be realistic that we're managing your technology and there may be other parties involved in the support process.

As such, the SLA does not apply to any service ticket that relates to any of the following:

- Any service that is not covered under the fixed-fee component of a Managed Service or Managed Solution.
- A system that is managed by you or another party.
- Any system listed as **Red** in the "Lifecycle and Capability" Report.
- Onsite support for locations listed as Remote Only.

The credit will be provided if requested in writing within 30 calendar days of the end of the month in which the SLA was breached, and only where there is an active Managed Services Agreement in effect.

Responsiveness Targets

So we're on the same page ...

Although it's just one factor in determining customer satisfaction, we realise it's important to be on the same page in terms of what constitutes reasonable response times to your service requests.

Incidents

An **incident** is an *unplanned interruption to an IT Service or a reduction in the quality of an IT Service*.

In other words, something which was working has stopped functioning as designed.

How quickly we respond depends on the **priority** of the ticket. Priority has a quantitative definition in accordance with the following:

		Impact		
Priority based on Impact and Severity		HIGH Unable to Work	MEDIUM Work degraded	LOW An irritation
Severity	HIGH Entire Company	1	2	3
	MEDIUM Large # of staff	2	3	4
	LOW Small # of staff	3	4	5

Priority 1 & 2 incidents will be managed on a 24x7 basis. We aim to commence working on the issue within 30 minutes (P1) or 60 minutes (P2) and continue to have engineers continuously working on the issue until it is resolved or the Impact/Severity results in a downgrading of the Priority to 3 or lower.

Priority 3, 4 and 5 incidents will be managed during our Standard Business Hours. We aim to commence working on the issue within 4 business Hours (P3) or 1 business day (P4 and P5). We aim to have the issue completed (or an acceptable workaround in place) within 1 business day (P3), 2 business days (P4) or 4 business days (P5).

Service Requests

A **service request** is a *routine task that does not require design or planning*.

These requests are managed during our Standard Business Hours. We will often complete the requests much quicker than the times below.

Password Resets

- We aim to have these completed within the hour.

Minor Service Requests

- These are tasks where advance notice *is not* generally possible and the labour requirements are relatively simple.
- Examples including minor permission changes, and releasing email from SPAM filters.
- We aim to complete these within 1 business day.

Standard Service Requests

- These are tasks where advance notice *is* generally possible and/or where labour requirements are quite high.
- Examples include: Provisioning new user accounts, software updates or installation of approved applications and onsite installation of devices.
- We aim to complete these within 3 business days.

Changes

A change is the *addition, modification or removal of anything that could have an effect on the operation of IT systems*.

To prevent unplanned errors and outages, changes require design, planning and testing. As such, we don't stipulate specific time targets, but we will endeavour to work with you to complete the change within your required timeframe where possible.

An example of a change is the installation of a new application for the first time in your environment.

There are no financial guarantees relating to our time-based targets.

Resolution times are heavily influenced by the capability and warranties of **your** IT systems which we cannot control.

Initial response times are a poor indicator of customer service, and don't measure communication management which is better picked up in our modern Emoji SLA's.

Lifecycle and Capability

We're good, but there's a limit ...

Because technology investments can be costly, we know businesses may have some systems which are a little old or not particularly robust. We get it, and we're good at extracting the maximum performance and life from technology. But there is always a limit after which systems cannot physically do what you need them to, no matter how well they're managed.

Technology that lacks sufficient functionality, performance, reliability, security or vendor support can be difficult, frustrating and expensive to support. Recurring issues that have no resolution frustrate your staff and consume an unreasonable amount of our labour.

Using simple colour-coding, our **Lifecycle and Capability (L&C) Report** will inform you about the status of your technology and provide you with certainty about ongoing support costs.

Lifecycle

Colour	Meaning
Production	Age of hardware is within expected working life Hardware warranties in place Software covered by mainstream support
Transition	Hardware in extended warranty support Software covered by limited vendor support
End of Life	Hardware beyond end-of-life Warranty expired Software not supported by vendor.

Capability

Colour	Meaning
Capable	Systems have sufficient performance, capacity, redundancy and functionality for your requirements.
Watch	In transition between Capable and Insufficient. Intermittent issues experienced as system reaches capacity or hits its performance limits.
Insufficient	Systems operating beyond their capability. Issues arising (or expected) regularly.

Colours and Support

When a system is covered by a fixed-fee service, the colour codes are important to understand.

Ideally, all of your systems should be **GREEN**. It means your system is in good health and aligned with your business needs. Normal fixed-fee service applies.

Systems that are **RED** are problematic. Unavoidable issues are expected. Any system that is marked as RED in the L&C Report is **excluded from fixed-price services**. We will bill *On-Demand* (hourly) fees for any service on a RED system, without needing to advise you in advance of providing support.

Systems that are **AMBER** are considered "okay for the moment". Whilst some issues are being experienced or are anticipated, our additional labour cost is not excessive at this stage. We're prepared to wait and see, and will continue to provide normal fixed-fee support for these systems.

The Challenge of AMBER

Amber is our way of telling you that a system is far from perfect, but we'll do our best to extract extra mileage from it. If you want to avoid issues, the 'ideal' response is to bring it back into the Green by upgrading or replacing the system.

The line between Amber and Red can be subjective. Bear in mind that the transition is often made when issues start recurring with some frequency and your staff are becoming frustrated.

What to expect of RED

Issues are occurring or expected regularly. Your staff are probably becoming frustrated. To manage their expectations, our Service Desk needs to be able to communicate an appropriate message to your staff when issues reoccur. We will work with you to develop a message that communicates why the issue is occurring and your plans to address the matter.

Our Expectations

Inclusive ... with some limits

When managing your technology, our aim is to deliver you a high quality inclusive service for a genuine fixed-fee. However, labour is expensive and to ensure your service fee is affordable, we do need to set some expectations on the quality of your IT systems and the level of involvement other people/vendors need to have.

Therefore, we expect the following to be true, and *On Demand* fees will apply where this does not occur (of course, at our discretion, we may provide some of these services free-of-charge from time to time).

Staff will Manage their Personal Systems

We expect staff to manage their own personal systems, applications, settings and data (whether that's on a business or personally owned device).

Where staff are using their own computers (BYOD) or consumer-grade computers, we expect staff to manage the hardware, warranty, operating system and non-business applications.

Data on Devices is Backed Up

A computer should never contain the only copy of data, so there is no need for us to copy or recover data from a device prior to, or after providing support.

You will Manage your Own Data

You will organise, manage, archive and delete your business data.

You have Sufficient Warranties

Arranging non-warranty repairs is very labour intensive. And when you have insufficient warranties (repair process is too long for your needs), labour intensive workarounds often need to be implemented. Suitable warranties would avoid this additional labour.

Therefore, we expect you to maintain sufficient warranties on all systems.

- Where a system does not have a warranty: We will charge On-Demand fees for arranging repairs on your behalf.
- Where you need us to implement a workaround whilst waiting for a warranty repair: We will charge On-Demand fees for these additional services. The exception is that we *will* setup a staff member on another of your computers whilst awaiting repair of a computer (Workplace module)

In the case that you purchased an item from a retail outlet and the warranty process requires return to the retail outlet, you are responsible for arranging the warranty return.

When we're managing a warranty process for any item you didn't purchase from us, you will need to provide us with proof of purchase (eg: receipts) if these are required for the warranty repair process.

You have Sufficient Vendor Support

We expect you to have current vendor support or maintenance agreements for all systems, such that if an issue occurs with your technology, we can access the vendor's current drivers, firmware, patches and support services.

You have Sufficient Redundancy

We expect you to have designed sufficient redundancy into your environment so that if an issue occurs, we can focus on restoring the failed system and you do not require us to implement temporary workarounds or emergency changes.

Systems are Compatible

Any system you purchase from another vendor, which VISITS will be responsible for installing and managing, is compatible with your current IT environment. We can provide guidance in advance of your purchase if requested.

Your system meets the vendor's recommended minimum hardware and software specifications.

We can install our Management Tools

We need to be able to install our Remote Management software on computers/servers to be able to provide fixed-price support.

You don't need us to provide support to Non-Staff

Unless specifically noted in the Service Proposal, you don't need us to provide support to Non-Staff such as visitors, students or residents.

We're only supporting the listed Legal Entities

Support (including management of user identities and accounts) applies only to the listed legal entities in the Service Proposal.

You are responsible for disposal

You will dispose of any packaging material that comes with new equipment (which we will leave neatly),

You will dispose of old hardware including arranging wiping of data if needed. We can provide this as an additional service if needed.

Other Service and Pricing Clarifications

Free of Charge when Occasional

There are many little tasks that may not be included in the standard modules, but that in normal circumstances are relatively insignificant in terms of labour requirements.

Generally, we are happy to provide these occasional services free of charge, although the decision to do so is at our discretion.

When we deem the work to be more of a once-off project or the effort is substantial, we will charge *On-Demand* fees or provide a separate project proposal.

Cybersecurity and Malware

Our proactive services, staff training and security solutions can **significantly reduce** the risk of cyber-threats against your business. However, neither our Managed Services or Managed Solutions can eliminate all risks. Any work that we need to perform to **investigate, repair/restore or report** on suspected or actual cyber-security breaches will be charged at *On Demand* rates. Cyber-insurance policies are available which are designed to protect your business financially from cyberthreats.

Strategy and Advice

We want to provide you with as much strategy as possible within our fixed-fee Managed Services and Solutions. Of course, the extent of these services needs to be balanced with our efforts to keep our standard fees as low as possible.

We will quote additional professional services when strategy moves beyond general advice and budget pricing. Specifically, when we need to:

- Run workshops or assess your specific business requirements.
- Provide specific technical design, solution architecture or pricing.
- Run pilot projects.
- Manage vendor selection or tender processes.
- Undertake audits or reviews.

When we are actively working on projects or professional service engagements, we will obviously have many discussions and planning meetings with you. Outside of actual projects, we are happy to attend general strategy or IT Steering Committee meetings quarterly.

Computer Support without Workplace Module

If we are not managing your computers (ie: you are not purchasing the Workplace module), any work including updates, troubleshooting or changes that are required on the computers will be referred to the team who are responsible for your computer management.

Charged Separately

These services are not included in fixed-price modules and will always be charged *On-Demand* or through a separate quotation:

- Support for any technology that VISITS has not been engaged to manage on your behalf (ie: any technology not listed in the Services Proposal).

To remove any doubt, VISITS is only providing a Managed Service or Managed Solution for a particular system/technology when (a) a module is included in the Services Proposal and (b) the system/technology is listed under that module in the Services Proposal.

- Global Exclusions listed in the **Services Agreement**.
- Services relating to any solution listed as **RED** in the Lifecycle and Capability report.
- Relocation of equipment within or between offices.
- Parts (supplied by VISITS or others).
- Labour charged by other parties (except where VISITS has engaged the other party to provide a service include in VISITS' fixed-fee service).
- Packaging, shipping or courier costs.
- Network or electrical cabling.
- Physical mounting of equipment to walls or ceilings.
- Any work above 3m from ground, or without clear and safe access.
- Loan equipment.

Disaster Recovery and Business Continuity

Disaster Recovery and Business Continuity services are not included in our fixed-price services.

We define Disaster Recovery as:

- Recovery after any failure/event of any system onto a different platform due to the non-availability of the original platform.
- Recovery of complete systems (operating systems and applications) onto an existing platform, and/or
- Recovery of data (other than individual or a small number of files)

from backup systems (or if backup systems do not exist or are not functional, by any other method), for any reason.

Our Managed Services, whilst protecting you from the labour costs associated with many incidents, is not intended to replace technology insurance that is intended to protect you against the cost of disasters, systems failures or other significant events.

Phone
Email
Visit us online

1300 300 979
info@visits.com.au
www.visits.com.au

Melbourne. Sydney. Perth.

ABN 15 089 406 477



VISITS
Empowering Business Through Technology