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## Partner Program Information

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Computer Services Group Network Service Agreements

## Network Service Agreement Information

Computer Services Group network service agreements are designed to save your company money. This is achieved by avoiding costly downtime from avoidable system failure and by supporting your staff via the CSG help desk and accessing CSG's network professionals.

Computer Services Group network service agreements combine proactive monitoring of critical systems and preventative maintenance with convenient phone support, remote assistance and onsite service.

A Computer Services Group Service Agreement offers your company benefits that are not available as a casual client. By partnering with you we are able to provide you with all the benefits and services enjoyed by having your own internal I.T. department, without the added labour and up skilling expense that comes with permanent I.T. personnel.

Service Agreements include a range of proactive systems maintenance tasks performed to monitor the availability and performance of your mission critical servers.

### Service Agreement Benefits:

- ✓ A '4 hour' response time to critical server outages.
- ✓ Scheduled preventative systems maintenance and risk management litigation
- ✓ Customised monthly maintenance programs.
- ✓ Microsoft Certified Systems Engineer qualified technicians.
- ✓ Discounted help desk and onsite service calls.
- ✓ Documentation of systems
- ✓ Disaster recovery testing and Business resumption planning

Partner program agreements can be customised based on your specific needs and may include the following routine maintenance tasks:

*Backup Logs checked, Trial restore performed to verify backup integrity, System event or error logs checked, Events arising from system event or error logs investigated, Temporary files cleared, Disk space checked, Disk redundancy checks, System resources checked and recorded including CPU usage, memory usage, paging, network usage etc, Server disks scanned for viruses, Update virus definitions and check quarantines, Issues surrounding either server or client performance addressed, Physical inspections, Security patch management, SPAM system checks, email server checks. Disaster recovery procedures updated and tested*

In addition to these standard tasks we will discuss with you and include any other monthly maintenance issues specific to your network environment and equipment

## Network Service Structure

Hours in addition to proactive maintenance services are billed at a normal hourly rate, however Computer Services Group recommends that you take advantage of lower rates available by purchasing blocks of hours.

	<b>Partner Program Basic Care Up to 2 Servers</b>	<b>Partner Program Customer Care 2 to 4 Servers</b>	<b>Partner Program Plus* Up to 2 Servers</b>
Proactive Server Maintenance & Monitoring	Yes	Yes	Yes
Included Support Hours/Month	0	1 hour support included	All Inclusive service for up to 2 Servers and 15 Workstations
Included Help Desk Incidents/Month	5 Free Phone Support Calls	10 Free Phone Support Calls 2 Free Remote assistance	Free Phone Support and Remote assistance
<b>Total/Month Ex GST</b>	<b>\$310</b>	<b>\$480</b>	<b>\$710 “All inclusive”*</b>

### Other Information:

Minimum charge for onsite calls \$80.

Service available 7am-6pm Monday-Friday or by arrangement.

Help desk incidents and onsite support calls do not roll over to following months.

After hours service is available, penalty rates may be applicable.

\*Partner Program Plus - Other fixed price agreements can be negotiated to suit specific environments. CSG reserves the right to deny this service where the systems are outside of the manufacturer's warranty period and software in use is outside of the scope of management. The client must replace faulty equipment as advised by Computer Services Group and used CSG Approved Software. The agreed price does not include, computer / server hardware, software, software license renewals or Internet connection costs.

DISCLAIMER: The prices and estimates contained within this document may include indicative prices supplied by third parties. These prices (and particularly any on-going charges) are subject to change being beyond the control of Computer Services Group. Computer Services Group makes no claims or warranties as to the suitability of these providers, either expressly or indirectly. All prices are subject to change E&OE.