

Maintenance Services Description

Maintenance & Monitoring

Servers & Other Network Devices:

This is a comprehensive plan to ensure optimal performance of your server, NAS or SAN environment. It covers all aspects of the day to day functions of your infrastructure. With this service Intechrity Solutions will:

Monitor

- Utilize software to verify server is online
- Poll custom services to verify functionality (SQL, Exchange, WWW, etc...)
- Disk Capacity/Free Space
- Memory Utilization
- Processor Utilization
- Bandwidth Utilization
- Disk Utilization(I/O)
- Event Log errors
- Generate alerts and respond to any parameters that are out of specification

Maintenance will provide a routine maintenance schedule to perform the following:

- Server & network troubleshooting and issue resolution
- Drivers/BIOS Firmware (Quarterly)
- OS Patches (monthly)
- Backup Scheduling/verification/restores
- Software patches
- Antivirus configuration and maintenance
- Domain Renewals (fees paid by client)
- DNS setup and configuration (fees paid by client)
- Account Setup/Password Resets

Infrastructure Planning will be provided as a part of this service:

- Security Design
- Process Design
- Network Design
- Documentation

- Hardware Sizing & Procurement Assistance

Monthly audit reports will be made available upon request.

Hourly rates will apply to all project work unless a premium contract is obtained. This is defined as new hardware /software implementations and major system upgrades (OS upgrades etc.)

Business Hours: 7AM – 7PM CST M-F

After Hours: All time that is non-business hours including Holidays.

A “Physical Server” is a bare metal install of an Operating System (Windows, Linux, etc...)

A “Virtual Server” is any Operating system running with Virtualization software (VMware, MS Virtual Server, etc...) a virtualization contract requires at least one Physical server to be covered as well.

Other Network Device is any manageable switch, router, appliance etc...

If not under a hosting contract all hardware and software is at the customers expense

Remote Desktop Managed Services

Remote desktop support, maintenance and troubleshooting. Including:

- Routine Management and service
- File System Maintenance
- Printer Setup and management
- Issue Troubleshooting and resolution
- Access to a helpdesk process for issue resolution and priority in the queue

With On Site Coverage

- On Site time is included in the service

If workstation is over 4 years old it may be deemed unsupported. Hourly rates will apply for troubleshooting and resolution