

## Solsis IT Support Services

Flexible, Tiered IT Support  
Solutions For Business



### **Assist** Cost effective, time based IT support

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| <ul style="list-style-type: none"> <li>• Fully certified dedicated helpdesk team</li> <li>• Remote support</li> </ul> | <ul style="list-style-type: none"> <li>• Server support</li> <li>• Desktop support</li> <li>• Network support</li> </ul> | <ul style="list-style-type: none"> <li>• Standard business hours coverage</li> <li>• Guaranteed response times</li> </ul> |
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### **Assure** Comprehensive, proactive IT support package

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| <ul style="list-style-type: none"> <li>• Dedicated helpdesk facility with unlimited telephone and remote support</li> <li>• 24x7 server monitoring</li> <li>• Backup monitoring and alerting</li> <li>• User and systems administration</li> <li>• Third party vendor management</li> </ul> | <ul style="list-style-type: none"> <li>• Server, client and network support</li> <li>• Executive summary status reporting</li> <li>• Anti-virus and anti-spyware management for servers</li> <li>• Microsoft patch and service pack management for servers</li> </ul> | <ul style="list-style-type: none"> <li>• Automated, scheduled maintenance and housekeeping for servers</li> <li>• Business focused SLAs</li> <li>• Optional extended hours coverage</li> </ul> |
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### **GUARDIAN<sup>MIS</sup>** Fully managed infrastructure service: stress-free IT!

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| <ul style="list-style-type: none"> <li>• Dedicated helpdesk facility with unlimited telephone and remote support</li> <li>• Unlimited on-site support and workshop repairs</li> <li>• 24x7 server monitoring</li> <li>• Backup monitoring and alerting</li> <li>• User and systems administration</li> </ul> | <ul style="list-style-type: none"> <li>• Third party vendor management</li> <li>• Server, client and network support</li> <li>• Executive summary status reporting</li> <li>• AV and spyware management inclusive of licensing for all managed machines</li> </ul> | <ul style="list-style-type: none"> <li>• Microsoft patch and service pack management for all managed machines</li> <li>• Automated, scheduled maintenance and housekeeping for all managed machines</li> <li>• Business focused SLAs</li> <li>• Optional extended hours coverage</li> </ul> |
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### So which package is right for you?

Solsis has developed three clearly defined packages to meet the technical support requirements of your business. Each package has been developed as a result of many years of experience supporting a broad range of businesses. They offer a simple choice from pay-as-you-go through to a fully managed fixed price plan that provides complete peace of mind and helps to reduce your total cost of ownership.

**Assist** Our entry level package, Assist gives you time based support providing access to dedicated

support professionals as and when you need it on a pay-as-you-go basis.

**Assure** A comprehensive, proactive IT support plan, providing the essential support your business needs with the benefits of unlimited telephone and remote support.

**GUARDIAN<sup>MIS</sup>** The GUARDIAN<sup>MIS</sup> service gives you complete peace of mind – at a predictable fixed cost. Solsis will fully manage and proactively maintain your client and server infrastructure, improving staff productivity and reducing the Total

Cost of Ownership (TCO) of ICT service delivery by an average 40%. The ultimate package for stress free IT!

Whether you need Solsis to fully manage your infrastructure, require comprehensive day to day support coverage or would simply like a pay-as-you-go support service, Solsis are here for you. For further details of what is covered in each package simply take a look at our "Support Comparison Matrix" or call one of our Support Consultants on 01344 401548 who would be happy to help.

### 3 Clearly Defined Packages:

#### Assist

Assist represents our entry level support solution ideal for cost conscious companies looking for professional IT support but not needing the extensive features or proactive aspects of the Assure or GUARDIAN<sup>MIS</sup> plans. Assist is a "Pay as you go" style contract with pre-paid support time providing access to our team of certified support professionals. Assist is also attractive to clients looking to complement in-house personnel and provide holiday or backup cover for short periods of time.

#### Assure


Assure is our comprehensive IT support plan, providing the essential support your business needs, providing 24/7 proactive monitoring of your infrastructure, and the option of extended business hours cover. When you have Assure in place, you will have unlimited access to our telephone and remote support service, rather than having paid for a limited time package as with Assist. So if you know you're going to use us more, this is the support package for you!

Assure will automatically alert our central monitoring system of any issues with your servers that need to be resolved which are then carried out transparently – you probably won't even know you've had a problem by the time we've already fixed it for you! What's more, we'll be your single point of contact and ownership for all of your IT issues – there's no need for you to start calling your broadband or application provider – we'll take care of all of that for you.

#### GUARDIAN<sup>MIS</sup>

The GUARDIAN<sup>MIS</sup> plan gives you complete peace of mind – at a predictable fixed cost. It is built on the premise of reducing the overall cost of delivering IT within your business, whilst also quantifiably improving the standard of service to increase user productivity. GUARDIAN<sup>MIS</sup> is our fully managed infrastructure service, providing all of the IT support your business needs including unlimited on-site time required to resolve support issues, 24/7 proactive monitoring of your infrastructure, and significantly extends the proactive management from your servers out to your desktop environment. Solsis manage the effective operation of your desktop to include virus/spyware protection, Microsoft patching, IT Policy enforcement and scheduled maintenance to keep your machines running in tip-top condition. This all helps to improve the productivity of your users and reduce the frustrations and costs of the downtime they will experience from an unmanaged desktop environment. The ultimate package for stress-free IT!

Remember, because the plan provides a managed desktop service we are actually able to reduce the total cost of ownership of your IT, providing a reducing cost model.

	Assist	Assure	GUARDIAN <sup>MIS</sup>
Coverage - standard business hours	●	●	●
Guaranteed Response Times	●	●	●
Access to Helpdesk Support	● <sup>1</sup>	●	●
24 x 7 Server Monitoring		●	●
Backup Monitoring		●	●
User Administration and System Changes		●	●
Third Party Vendor Management		●	●
Executive Summary Status Reports		●	●
Anti Virus Management		● <sup>2</sup>	●
Spyware Management		● <sup>2</sup>	●
Microsoft Patch and Service Pack Management		● <sup>2</sup>	●
Scheduled Machine Maintenance		● <sup>2</sup>	●
Packaged Software Distribution			●
Workshop Repairs			●
On-Site Support			●
IT Policy Management			●
Coverage - Extended Business Hours		●	●

Standard feature ● Limited feature ●  
<sup>1</sup>Pre-paid Time ●  
<sup>2</sup>Server Only ●

For further details about how Solsis support can help your business simply call one of our Managed Service Consultants on 01344 401548