

# Fixed Price IT Management

## How To Avoid Nasty Surprises

With computers being more and more critical to every business, large and small, ensuring they run perfectly is now an essential business requirement.

Stop playing the game of whack a mole with IT problems. Every time you fix one problem another pops up.

Stop the high, unexpected bills.

Stop wasting your time fixing computers that should never have been broken in the first place.



## Included Items

- Unlimited Help Desk Support: Help your staff remotely solve workstation issues.
- Onsite Repair: There are some limitations but normal onsite repair work such as reinstalling corrupted operating systems and fixing and repairing hardware failures/issues are included.
- Server Support: Remote and onsite server support is included.
- Switch and Firewall Management: Manage, monitor and support switches and firewalls.
- Remote Monitoring/Management: Remote monitoring, reporting, and patch management of network attached systems.
- Vendor Management: Let us deal with warranty or service issues on your behalf.
- Guaranteed Service Levels: Best in class response times should the unexpected happen.
  - Business Planning: Quarterly reviews to ensure your IT is able to meet your changing business requirements.

## Exclusions

- New setups, rollouts, projects, office moves
- Insurable disasters such as floods, fires, earthquakes, lightning strikes, etc. These are to be paid for by the insurer.
- Replacement Hardware— we just cover the labour.
- We limit our liability on really old equipment or unsupported operating systems.
- Travel costs, parking and accommodation charges etc.
- Work done outside normal working hours.



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## Extra Services

**Supply:** We can supply hardware and software at competitive prices. We also check to make sure the equipment is appropriate for your requirements.

**Internet Services:** We offer domain registration, hosting and web development services. Hosted emails, servers or online backups too.

**Consulting:** PPS has a range of qualified and experienced people to assist you with the planning of business changes from the IT perspective.

**Supplies:** Printer toners and inks, specialist papers, labels and the smaller hardware peripherals can all be couriered to your business with minimum effort.

## Requirements

- All workstations or servers covered must have installed the PPS client to allow remote access and monitoring by our systems.
- Every computer that connects to the network must have an Anti Virus program properly configured and with current signatures.
- Every server must have a backup solution that includes images.
- A stable ADSL connection or faster is required for remote monitoring and support.
- All software must be fully licensed in accordance with the developer's agreement.
- All software other than the standard server operating system must have a support agreement with the developer.

**Professional PC Support**