

## Managed Network Services



*It's Like Having Your Own IT Department*

**NOVIX**  
SYSTEMS PTY LTD.

ABN 80 075 695 073

Unit 9a, 21 Upton Street, Bundall QLD 4217

Ph: 07 55320092

[www.novix.com.au](http://www.novix.com.au)



*System downtime, Malware, viruses, losses of productivity....*

*Are the computer systems you utilise to run your business unreliable, slow or just not performing as expected?*

*These problems are unnecessary, but fixing them is time consuming and very expensive.*

At Novix Systems, we understand this. We also know that businesses are constantly challenged by continuous technology changes and the growing dependence on technology to grow the business.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business. We're here to help you realise the full potential of your technology so your business can be more productive.

The Managed Network Service from Novix Systems is available in two service levels offerings that provide affordable proactive IT management and support. Novix Systems utilises the management software from Kaseya to give the highest possible standard of proactive services designed to optimize your technology investment and maximize the productivity of your people and business.

Our client software constantly monitors your systems and reports back to our management console, alerting us to any potential problems, all without compromising your network security.

**It's about much more than monitoring however it's a proactive and preventative approach to IT systems management**

This is possible through the use of a series of industry leading software packages and the experience we have developed over years of supporting our clients I.T. systems.

**Including:**

- Spyware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Backup and Disaster Recovery
- User Policy Enforcement
- Theft Protection

Our management software allows automation of many of the tasks involved in maintaining your I.T. systems and therefore providing prompt and proactive service.



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## Proactive IT Management

We keep you informed of the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

By maximizing the benefits of technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently and without fail.

As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any impact on the business.

Consistency creates reliability which results in predictable costs. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Consistency is the cornerstone of our Managed Network Service.

## Managed Network Service Benefits

- Reliability
- Security
- Consistency
- Productivity Gains
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future requirements.



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*A Proactive, Preventative Partnership approach to IT management.*

*Let Novix Systems help you realise the productivity gains and return on your investment in technology that you have been expecting .*

## Choose Your Level of Service

Our comprehensive management comes in two levels of service, you do not need to have all systems on the same level of support, but may choose to put some on the standard level of support and others on a higher level of support.

### STANDARD

#### Servers – Included items are:

- Security Patch Management
- SQL Server, Exchange, IIS, Windows updates
- Virus Definition Management
- Backup Management (weekly)
- Firmware Management
- Service Monitoring and Notification
- Event Log Monitoring
- Disaster Recovery Coverage
- On Site visits as required

#### Workstations – Included items are:

- Security Patch Management
- Windows updates
- Virus Definition Management
- Backup Management (monthly)
- Firmware Management
- Service Monitoring and Notification
- Event Log Monitoring
- Remote Control Services
- Lost or Stolen location monitoring
- On site Visits as required

The Standard service level includes remote connection and on site services to the equivalent of 2 Hours per month, per system under management and the hours may be pooled eg: 3 systems = 6 Hours.

Standard services are available during Office Hours (Qld Standard Time) only, support outside these times by request only.

### ADVANCED SUPPORT

Inclusive of all the STANDARD features with the addition of:

- Out of Business Hours support (including Public Holidays)
- Unlimited Hours of support
- Daily Backup Management
- Priority Support
- Virtual I.T. Manager – software installed, Updated, Users Created or deleted – all inclusive.

### EXCLUSIONS:

Items Not included in both plans are:

- Malicious Damage
- Remedy of faults caused by 3<sup>rd</sup> party software that is under active 3<sup>rd</sup> part support (Eg: MYOB or A CRM Package).
- Installation of 3<sup>rd</sup> party devices eg: Printers etc not supplied by Novix Systems.

### Contracts and Lock -ins?

No.  
Never.  
None.

Can we be more plain? All our agreements are simply paid 1 month in advance and can be cancelled at any time.



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## Service Pricing

### STANDARD

#### Workstations, Tablets, Laptops (Windows Based)

One time only commissioning fee \$25 inc GST

- This covers installation of the monitoring agent, and initial audit and updates to the system.

\$25 inc GST per month per computer paid in advance.

- No Contracts, cancel at any time.

#### Servers (Windows Based)

One time only commissioning fee \$50 inc GST

- This covers installation of the monitoring agent, and initial audit and updates to the system.

\$125 inc GST per month per server paid in advance.

- No Contracts, cancel at any time.
- Upgrade to Advanced Support at any time

### ADVANCED SUPPORT

#### Workstations, Tablets, Laptops (Windows Based)

One time only commissioning fee \$25 inc GST

- This covers installation of the monitoring agent, and initial audit and updates to the system.

\$50 inc GST per month per computer paid in advance.

- No Contracts, cancel at any time.

#### Servers (Windows Based)

One time only commissioning fee \$50 inc GST

- This covers installation of the monitoring agent, and initial audit and updates to the system.

\$250 inc GST per month per server paid in advance.

- No Contracts, cancel at any time.
- Optionally downgrade to Standard support at any time

You can mix and match services across your technology as some systems may be mission critical and others not. Take control of your I.T. expenses by moving to a monthly budgeted support plan.