



MANAGED IT

Stop buying downtime, invest in uptime.

ESSENTIAL A LA CARTE Mix n' Match	PROACTIVE Preventative Maintenance	FULLY MANAGED All Inclusive Support & Reporting
<p>Essential IT Support - Included</p> <ul style="list-style-type: none"> • Light Monitoring • Asset/Software/Hardware Reporting • Remote Control <p>Managed Anti-Virus</p> <ul style="list-style-type: none"> • Integrated AV Deployment • Centralised AV Monitoring • AV Updates • Threat/Status Reporting <p>Managed Patch</p> <ul style="list-style-type: none"> • Windows Patch Management • 3rd Party Patch Management • Patch Reporting <p>Managed Backup</p> <ul style="list-style-type: none"> • Integrated Backup Deployment • Backup Management & Monitoring • Capacity/Status Reporting • Offsite Storage to Secure Data Centre (500GB included) • Server Backup Inclusion: 500GB • Workstation Backup Inclusion: 100GB <p>Managed Mobile</p> <ul style="list-style-type: none"> • Mobile Management, Support & Reporting <p>Service Desk Management</p> <ul style="list-style-type: none"> • Unlimited Helpdesk Sessions per user each month • Business Hours only 	<p>Server</p> <ul style="list-style-type: none"> • Advanced Performance Monitoring • Key Application Maintenance • Scheduled Preventative Maintenance • License & Asset Management • Managed Anti-Virus • Additional Support Billed at T&M Rates <p>Network (requires device with SNMP capabilities)</p> <ul style="list-style-type: none"> • Quarterly Network Health Review • Firewall Management & Maintenance • Router Monitoring • Switch Monitoring • Additional Support Billed at T&M Rates <p>Workstation</p> <ul style="list-style-type: none"> • Availability Monitoring • Operating System Patch Management • Scheduled Preventative Maintenance • Managed Anti-Virus • Hosted Anti-Spam (for MS Outlook only) <p>Optional Addons</p> <ul style="list-style-type: none"> • Managed Server Backup • Managed Workstation Backup • Managed Mobile • Service Desk Management 	<p>Server</p> <ul style="list-style-type: none"> • Advanced Performance Monitoring • Configuration Management • Key Application Maintenance • OS & 3rd Party Patch Management • Real Time Server Optimization • Scheduled Preventative Maintenance • License & Asset Management • Managed Anti-Virus <p>Network (requires device with SNMP capabilities)</p> <ul style="list-style-type: none"> • Firewall Management & Maintenance • Router Monitoring • Switch Monitoring • Unlimited Remote & Onsite Support • Monthly Network Health Review <p>Workstation</p> <ul style="list-style-type: none"> • Advanced Performance Monitoring • Operating System Patch Management • Real Time Workstation Optimization • Scheduled Preventative Maintenance • Managed Anti-Virus <p>Service Desk Management - Included</p> <ul style="list-style-type: none"> • Unlimited Helpdesk Sessions per user each month • Business Hours only <p>Optional Addons</p> <ul style="list-style-type: none"> • Managed Server Backup • Managed Workstation Backup • Managed Mobile
Billable Services		
<ul style="list-style-type: none"> • End User Support (Service Desk) unless purchased • Onsite & Remote Support • Moves, Adds, Changes • Project Planning • Upgrades & Hardware • Recovery from Viruses, Malware & Crypto locker attacks etc • After Hours Support 	<ul style="list-style-type: none"> • End User Support (Service Desk) unless purchased • Onsite & Remote Support • Moves, Adds, Changes • Project Planning • Upgrades & Hardware • Recovery from Viruses, Malware & Crypto locker attacks etc • After Hours Support 	<ul style="list-style-type: none"> • Project Planning • Upgrades & Hardware

Billable Services billed in 15 minute increments with 1 hour minimum on-site. Contact Telair for full terms.

Committed to delivering what we promise



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Package Options

A la carte: Mix n' Match for the budget conscious

With Managed IT: A la carte, choose from our range of essential options for a truly tailored solution that covers just the essentials, with remediation and project management services billed as required.



Proactive: Prevention is better than scrambling for a cure

Risk is a factor of life. It's how your business plans for the future that sets it apart as being truly exceptional. Managed IT: Proactive helps your business plan ahead with preventative maintenance on your servers, workstations, and even your network.

Fully Managed: Your business deserves only the best



Don't risk paying thousands of dollars for catastrophic IT system failures. With Managed IT: Fully Managed, you're investing in your business systems staying operational and planning ahead for those "what if" moments that cause business leaders to lose sleep at night. With preventative maintenance, remediation and Service Desk included, you'll sleep much easier knowing your business is prepared.

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