



## MONTHLY ONSITE RECURRING ENGAGEMENT

**If you prefer a regularly scheduled on-site component to your I.T. Support then our 'M.O.R.E' package will deliver.**

*Optionally combined with our Essentials Managed Service package, 'M.O.R.E' provides the best of both worlds – 24x7 monitoring of your network whether we're onsite or not or regularly schedule hours.*

*Various levels of scheduled onsite support are available to provide you with as little or as much onsite time as your business needs.*

### **Need a full time resource?**

*SIAX Computing Solutions can also provide you with full time resource, with a solution tailored to your exact business needs.*

*With optional services available to complement our support arrangements, how you tailor your I.T. support is completely up to you...*

*At SIAX Computing Solutions we have invested in our time and resources so that you don't have to.*

**Microsoft Partner**  
Silver Midmarket Solution Provider  
Silver Small and Midmarket Cloud Solutions



Scheduled On-Site  
Monthly Presence

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Monthly Subscription or  
Fixed Monthly Price

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No Lock-In-Contracts

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Commitment Rebates  
Available

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Pre-Paid Support  
Options

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Options for:  
Managed Backups  
Gateway Monitoring  
After Hours Support

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"Virtual Workforce"

SIAX COMPUTING  
SOLUTIONS

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# PACKAGE INCLUSIONS

The following table allow you to compare the inclusions for our recurring engagement package.

## M.O.R.E Package – Onsite Resource

8 Hours Per Month (minimum)	✓
16 Hours Per Month	Optional
32 Hours Per Month	Optional
48 Hours Per Month	Optional
64 Hours Per Month	Optional
80 Hours Per Month	Optional
96 Hours Per Month	Optional
96+ Hours Per Month	Discuss
A/V Licensing – Trend Micro Worry Free	✓

NB. All scheduled blocks have a minimum 4 hour requirement.

## Essentials Package – Monitoring & Alerting

	Optional
24x7 Monitoring & Alerting – Servers & Workstations	✓
Proactive Scheduled Automated Maintenance	✓
Pro-active Patch Management – Server and Workstation Operating Systems	✓
Monitoring of local backups – Success or Fail	✓
Reporting – Network Functionality & Performance	✓
Access to Onsite and Remote Support (As Required – T&M)	✓
Scheduled Reviews	✓
Pro-Active Patch Management – Back Office Applications	✓

## Optional Inclusions and Services

Optional inclusions and services are available for both packages to complement any additional support your business may require – including support for managing your 3<sup>rd</sup> party software providers or after hours support.

What you wish to include is completely up to you....

SIAX Managed Backup Solution	Optional
Off-Site Backup Support	Optional
After Hours Support – Access Only, Hourly Rate	Optional
After Hours Support – No More To Pay	Optional
Gateway Monitoring and Reporting **Hardware Dependant	Optional

For any additional work not covered by your scheduled hours, we'll simply charge you at our standard hourly rates.



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