



## MANAGED SERVICES

**Great managed services help you solve or avoid a problem, reach an aspiration or goal, or gain insight.**

SIAX's Managed Services Offering does all three—our suite of offerings allows you to focus on growing and understanding new possibilities for your business, rather than assuming the ongoing responsibilities for managing your I.T.

Our **Essentials** packages provides you with monitoring, maintenance and alerting and you can simply call us when you need us, or include a set amount of hours per month.

With our **Fusion** package you will receive the Essentials inclusions plus unlimited onsite and remote support for everything covered within your agreement – **at a fixed monthly price.**

With optional services available for both packages, how you tailor your I.T. support is completely up to you...

At SIAX Computing Solutions we believe you should have a choice.... a choice in how your support is delivered.



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  
Mobile Device Support  
3<sup>rd</sup> Party Management  
Equipment Installations  
Gateway Monitoring  
After Hours Support

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Flexible Support  
Engagements

SIAX COMPUTING  
SOLUTIONS

Unit 1, 2-10 Hallam South  
Rd, Hallam. VIC 3803  
1300 799 928

[www.siax.net.au](http://www.siax.net.au)

# PACKAGE INCLUSIONS

The following table allow you to compare the inclusions for each of our packages.

## Essentials Package – Monitoring & Alerting

	ESSENTIALS	FUSION
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*	✓	✓

## Fusion Package – Fixed Monthly Price

<b>Essentials Package Inclusions</b>	x	✓
Reporting and Auditing – Software Licensing	x	✓
Asset Register – Server and Workstation Hardware	x	✓
Disaster Recover - Server and Workstations	x	✓
Internet Connection Management	x	✓
Domain Registration and Management	x	✓
User Administration and Management	x	✓
Printer Monitoring Management & Configuration	x	✓
Configurations and Management – Workstations/Modems/Router/WAPS/Switches/Printers	x	✓
Anti-virus Management - Webroot Secure Anywhere Endpoint Protection	x	✓
Unlimited Remote and Onsite Support – Within Agreement	x	✓

## 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....

Installation Package – Workstations/Modems/Router/WAPS/Switches/Printers	x	Optional
3 <sup>rd</sup> Party Application Management – Within Agreement Scope*	x	Optional
Mobile Device Support	x	Optional
SIAX Managed Backup Solution	Optional	Optional
Off-Site Backup Support*	Optional	Optional
Monthly Scheduled Onsite Visitation	Optional	Optional
After Hours Support – Access / Hourly Rate or No More To Pay	Optional	Optional
Gateway Monitoring and Reporting **Hardware Dependant	Optional	Optional
A/V Licensing – Webroot Secure Anywhere Endpoint Protection	Optional	✓

For any items not included or covered in your selected package, we simply charge you at our standard rates.



Unit 1, 2-10 Hallam South Rd, Hallam. 3803  
1300 799 928 – sales@siax.net.au