



SYMPACT
corporate technology

IT SUPPORT PLANS

It's like having your own IT Department, but without all the costs, learning curves and management headaches.

Sympact has been providing enterprise-grade corporate technology support services for over 18 years for clients in industries aviation, healthcare, mining, finance, law, winemaking and everything in between.

Our mission is to ensure your office runs efficiently by using the right tools in the right way. We are:

- ★ Microsoft Partner (Office365) Reseller
- ★ Xero Developer
- ★ HP and Acer Business-Grade Computer Supplier
- ★ BitDefender Threat Protection (Anti-Virus) Reseller



Support Packages

There are three packages options available: **Premium**, **Basic** and **Casual**.

Service	Premium	Basic	Casual
Full daily monitoring of all your computers	✓	✓	✗
Weekly report with system health status	✓	✓	✗
All staff access to help-desk ticketing with monthly ticket reports	✓	✓	✓
Own website and critical-use website uptime monitoring	✓	✓	✗
Remote access for quick support	✓	✓	✓
Monthly staff surveys to ensure systems are working effectively and efficiently	✓	✗	✗
Personal 24/7 telephone support	✓	✓	✗
Asset register of all devices (including initial audit)	✓	✓	✗
Warranty management	✓	✗	✗
Software end-of-life monitoring	✓	✗	✗
Anti-Virus monitoring (if using BitDefender)	✓	✓	✗
Queue priority	✓	✗	✗
Modem and internet connection monitoring	✓	✓	✗
Office365 monitoring	✓	✗	✗
Initial business tools review and consultation	✓	✗	✗
Reduced IT Support Hourly Rate *	\$94	\$127	\$150
Monthly Cost (Over 10 computers) **	\$599	\$339	N/A
Monthly Cost (10 computer or less) **	\$399	\$169	N/A
Commitment	1 year	1 year	N/A

* Does not include software development. All prices listed here include GST and are in Australian Dollars.

** Billing options: Weekly, Monthly, Annually. Direct Debit available (small surcharge applies).

All the details:

Full monitoring of all your computers: The monitor will record the specifications of the computer, the processes running, software installed, and Windows details and will send them via a web service to our servers for auditing and reporting.

Weekly report with system health status: Each week you will receive an emailed report that highlights any issues with your computers, software approaching end-of-life, hardware approaching out-of-date limits, anti-virus issues, virus protection statistics, computers about to exit their warranty period and monitored website downtime.

All staff access to help-desk ticketing: You and your team have access to our help desk ticketing system by using the form at help.sympact.com.au. This ensures jobs are not lost in mailboxes. You can also lodge a job through our reception team. Priority is given to jobs lodged directly into our system.

Monthly ticket reports: Each month you will receive a report showing all tickets lodged, and their current status and 'next step'.

Quick remote access for support: Sympact can be logged in to your computer to investigate or resolve an issue as soon as you lodge a job or call. This software allows us to perform almost all support tasks without needing to visit your premises. We will need to install the 'streamer' software on each of your computers.

Monthly staff surveys: Each month we will survey your staff to find out if there are any issues relating to your IT systems. This survey also solicits ideas and staff can be anonymous if they choose to. The results of the survey will be sent to you in a monthly report.

Human 24/7 telephone support: Our support service is open 24 hours a day for urgent cases.

Asset register of all devices: Our asset register lists all of your devices, and is created when you start with us. You can log in at any time to view your devices, and we update them as we are informed, or automatically notified if they are a monitored computer.

Warranty management: When hardware is purchased and entered into our asset register, we also store the warranty date so that end-of-warranty alerts can be generated.

Software end-of-life monitoring: When software passes its 'end of life' date, the vendor will no longer provide security updates and therefore the software becomes dangerous. Hawkeye will monitor these dates to ensure you don't have vulnerable software on your business network.

Anti-Virus monitoring: When using BitDefender Endpoint Security from Sympact, the anti-virus system will be monitored to ensure licences remain active and virus definitions are always up-to-date. Virus captures will be reported on. This service requires you to purchase BitDefender or already be using it. BitDefender is not included in the monthly price.

Office365 monitoring: We will monitor the Office365 OneDrive sync status as well as mailbox sizes. We will also monitor Office365 usage to ensure it is being used to your business's advantage.

Website uptime monitoring: We will monitor your website every hour to ensure it is available to visitors. If the site is detected to be down, we will notify you immediately and downtimes will be included in your weekly report. Your website does not have to be provided by Sympact in order to monitor it.

Critical-use website monitoring: In addition to monitoring your own website, we will also monitor websites that you frequently use, and rely on. Downtime on your service provider's websites can be costly to your business, so it is useful to know their reliability. This will be included in your weekly report.

Modem and Internet Connection monitoring: We will regularly check your modem configuration to ensure that your network entry point is secure and will also monitor your internet connection at all times.



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