



MANAGED SERVICES FRAMEWORK



Defining our services and how we deliver these consistently to you.

www.helpdeskcomputers.com.au

MANAGED SERVICES AGREEMENT

Essential

Business

Professional

Support

Unlimited Remote Support 7am to 6pm



3rd Party Vendor Support



Reactive Onsite Support 8am to 5pm

VIP Rates



After-Hours Support

VIP Rates

VIP Rates



Service

Guaranteed SLA Response Times



24x7 Website & Infrastructure Monitoring



Secure Web Content Filtering



Backup Monitoring



Microsoft Windows Patching & Updating



CEO / MD Home Tech Support



Monthly Tech Site Visit



Quarterly

Monthly

Short Term Loan Equipment



1 Month

3 Months

Adds / Moves / Changes (Staff)



Adds / Moves / Changes (Workstations)

VIP Rates

VIP Rates



Management

Asset and Warranty Tracking & Reporting



Comprehensive IT Documentation



Technology Strategy Meeting

Annual

Quarterly

Monthly

Technology Business Review Meeting

Annual

Bi-Annual

Quarterly

IT Policy Templates



Training

End User Training Materials



Security Awareness Training



RRP / User

\$110

\$130

\$165

Plans applicable for a minimum of 5 users

CYBERSECURITY PACKAGES	Essential	Business
Compliance with ACSC Essential 8 Maturity Level 1	✗	✓
Security Standard - Alignment to Helpdesk M365 Security Policy & Reporting	✓	✓
24x7 Security Operations Centre (SOC) - Monitoring Office 365	✓	✓
Dark Web Scanning	✓	✓
Cloud Email Filtering	✓	✓
Microsoft 365 Backup	✓	✓
Automated Email Signatures	✓	✓
Endpoint Protection with EDR - Workstations & Servers	✓	✓
3rd Party Applications Updating	✗	✓
24x7 Security Operations Centre (SOC) -Monitoring Endpoints and Servers	✗	✓
Privileged Access Management & Application Whitelisting	✗	✓
Internal Vulnerability Scanning	✗	✓
Backup & Disaster Recovery to comply with ACSC Essential 8 Maturity Level 1	✗	✓
RRP / User	\$35	\$60

Plans applicable for a minimum of 5 users



HELPDESK
THE HELPDESK FOR ALL YOUR I.T SOLUTIONS



HELPDESK COMPUTER SERVICES PTY LTD

📞 **1300 242 422**

✉️ sales@helpdeskcomputers.com.au

🌐 helpdeskcomputers.com.au

SERVICING ALL OF
VIC, NSW, QLD, SA, & ACT



APRIL
2024