



# MANAGED SERVICES

## Frequently Asked Questions



## What are Managed Services?

Managed Services is an IT outsourcing service that provides Proactive monitoring and management of IT related systems.

In the past, a break-fix system was the go to for small to medium businesses, when something broke, you would contact an IT professional and they would fix the issue at an hourly rate. Managed Services are a monthly fixed fee provided by a Managed Service Agreement (MSA).

The Managed Service model is there to provide peace of mind and ensuring that a network, and by extension, your business, runs as smoothly as possible whilst avoiding downtime. Using a break-fix method does not prevent problems, but in contrast, invites them by not proactively fixing issues before they impact the business. The Managed Service model thrives on ensuring your business has as little downtime as possible. In a break-fix scenario, you may be reluctant to call your IT to fix a minor problem as it will cost you more money, in time that small issue may snowball into a larger problem causing extended downtime further hitting your bottom line. The Managed Service, in our ProActive agreement, removes that fear by having a fixed fee per month. Even the ReActive Care is there to ensure issues are looked at in a ProActive manner.

Bizpro IT Services offers three distinct Managed Service Agreement Levels:

- ProActive Care (Monthly Fixed Fee)
- Cloud Service Agreement (Monthly Fixed Fee for Cloud Hosted Servers)
- ReActive Care (Monthly Monitoring and Reporting, Hourly Rate for work)

## What is covered?

The managed service agreement is a dynamic agreement that covers a specific number of devices, this can be amended whenever necessary and will be signed off by the primary contact and a Bizpro IT Services Representative.

At base a level, all agreements cover:

- Hardware Performance and Storage Monitoring
- Backup Monitoring (if an appropriate backup solution is available)
- Patch Management
- Automated fixes performed by the Monitoring System
- Anti-Virus monitoring (if the Bizpro Antivirus option is chosen)

On-Premise Care Agreements also include:

- Weekly Backup Reports (with the Managed Backup option)
- Monthly Executive Summary Reports

In the ProActive Care and Cloud Hosted agreement, all work performed by the Bizpro IT Services team on covered devices is carried out at no additional charge. This includes issues reported by the end user, or by the monitoring system. The ReActive care requires approval before any work is commenced as this will incur an hourly charge. After hours support is available as an additional option for those on the ProActive agreement.

The monthly onsite and After Hours Support options are only available to those on the ProActive Care agreements.

To discuss what is, and what is not covered by the MSA, please contact your Bizpro IT Services representative.

## Why should I go on a Managed Service Agreement?

The enemy of a functioning business is downtime. When your IT systems are down your business grinds to a halt. A Managed Service's primary function, and our primary focus at Bizpro IT Services is to reduce this downtime to as close to zero as we possibly can, mitigating risk and having plans in place to minimize the time it takes you to get back online.

The Bizpro IT Services team offer a comprehensive care package for your network and actively monitor server and computer performance, whilst ensuring you stay well informed of its health.

We have partnered with companies and vendors that provide the best products at an affordable cost to ensure we can give a full encompassing service on a singular monthly invoice.

We also constantly review our offerings for additional services that we can provide. If these are included in any new agreements, you will be notified of their immediate inclusion in your current agreement. If services are removed, you will continue to have them for the duration of the contract, or a suitable replacement will be included at no extra cost.

## I've survived on Break-Fix IT for this long, why should I go on an MSA?

There are a few factors to consider when weighing up a move to a Managed Service Agreement, not just what your Break-Fix IT has cost you in the past. For a fraction of the cost of hiring your own internal IT technician our Managed Services provide certified and trained IT Technicians to manage your network and minimize the downtime in your business.

The best way to weigh this up is to look at how much a single day of downtime would cost your business, both in wages, and lost revenue. Our aim is to minimise downtime by ensuring your network is secure, up to date and running as optimally as possible.

## What is downtime?

Down time is any time a staff member cannot perform their duties due to an issue with their IT equipment, or the network itself. Whether this is a single user, or the entire network, it adds up quickly. Our Managed Services are designed to prevent this downtime whilst also providing the added bonus of having a team of professionals to direct you to new technologies to increase productivity and better ways to leverage the systems you have.

Our team is able to provide a vast array of IT Services with the experience and know how to install it effectively and ensure you get the most out of your system.

On the next page, you'll find the coverage matrix for what is covered on what agreement.

## Coverage Matrix

Inclusions/Coverage	ReActive	Cloud	ProActive
Storage Monitoring	✓	✓	✓
Performance Monitoring	✓	✓	✓
Antivirus Monitoring	✓	✓	✓
Backup Monitoring	✓	✓	✓
Reporting	✓	✓	✓
Patch Management	✓	✓	✓
Backup Issues Resolution	X	✓	✓
Work from Automated Ticketing	X	✓	✓
Remote Work	X	✓	✓
Onsite Work	X	X	✓
Monthly Onsite*	X	X	-
After Hours Support*	X	X	-
BYOD Support (Mobile Devices)	X	X	X
Application Training	X	X	X
ERP Systems Support	X	X	X

\*Optional on Proactive Care

## Response Times

This agreement comes with response times. This is the maximum time Bizpro IT Services has to respond to a ticket with the relevant priority. The grid below denotes the 'Priority' of a ticket. There are also occurrences where the priority may be raised at the discretion of the Bizpro IT Services technician.

	All Users	Some Users	One User
High Impact			
Medium Impact			
Low Impact			

Impact is denoted by its impact on the businesses ability to function, and is assessed at the time of the ticket.

The response times for the agreements are as follows:

Priority	ReActive	Cloud	ProActive
Critical	2 Business Hours	1 Business Hour	1 Business Hour
High	4 Business Hours	2 Business Hours	2 Business Hours
Medium	8 Business Hours	4 Business Hours	4 Business Hours
Low	16 Business Hours	8 Business Hours	8 Business Hours

## Cloud Hosted Agreements

Don't want a full size on-premise server but want to have the benefits of having one? Bizpro IT Services Cloud Hosted servers are a flexible Server as a Service that can be tailored to your needs. Our cloud hosted servers are hosted right here in Melbourne, with a Geo-Redundant backup system included in the price.

Our servers use Microsoft Remote Desktop Services technology to ensure your connections are secure and easy to use, if you are using a Microsoft Windows end machine no additional software is required to connect to these servers.

We monitor the performance of these servers constantly, and like our other agreements, automation and updates on a regular basis are included.

All remote IT Services work is included in these agreements.

## Should I go to the Cloud?

That's always an interesting question and is definitely best answered on a case-by-case basis. The main questions that we ask when deciding the best solution for your business is:

- How stable is your internet connection?
- How many staff will need access to the cloud server?
- Do you have On-Premise devices and software that need to interact?

There is always a crossover point in cost, reliability and viability when it comes to company size and we will always advise in your best interest. If the benefits do not outweigh the cost (whether that is financial or functional), we will always advise against a move to the cloud.

## What does the monitoring agent do?

The Bizpro IT Services Monitoring Agent performs automated tasks, like disk cleanups, defrags and other maintenance tasks on a regular basis. It is also designed to detect and automatically resolve basic issues without any interaction from the end user, or a Bizpro IT Services representative. It reports more complex issues to our ticketing system which are then assigned to a Bizpro IT Services staff member and worked on as per a normal ticket. These issues may be low disk space, consistently high memory or CPU usage, a Windows Service that won't start, Antivirus not installed, consistently failing backups etc.

Our monitoring agent also performs patch management.

## What is Patch Management and why is it important?

Patch Management is the process in which the monitoring agent installs Windows Patches on the server and end user devices to ensure they are up to date and covered from the latest exploits found in the ever evolving Windows Operating Systems.

Whilst occasionally frustrating to install patches, and lets be honest, we've all been guilty of hitting 'Remind me Tomorrow', it's actually extremely important to ensure they are installed in a timely fashion. Without them, your machine will be out of date with the latest security standards, may not have the latest stability enhancing patches and will be generally less reliable than their patched counterparts.

Our patch management system ensures the latest patches are installed within maintenance windows configured in the back end. There is a waiting period before a patch is installed (in case of recalls from Microsoft) and notifications are sent to the Bizpro IT Services ticketing system in the event of a patch failure or if patches simply haven't been installed in a set period of time.

## What is the pricing structure and sign up procedure?

The pricing structure for the On-Premise MSA's (ProActive & ReActive) is a 'per device' model. After a free audit, we will collate the required device numbers and provide a quote to commence coverage.

Once accepted, an effective start date is mutually agreed upon, and an onboarding date is set. This onboarding date is as close to the mutually agreed upon start date without being after and is to install the aforementioned Bizpro Monitoring Agents. The onboarding process is covered by all agreements.

The Cloud Hosted Servers are quoted on a per-user and required resource basis. Please also note that there is an initial install cost for these servers for configuration and testing.

## Can I have a hybrid solution?

Of course. Our offerings are flexible and tailored to your needs as a business. If you would like to utilize a hosted cloud server but would also like your local machines/servers managed by Bizpro IT Services you can go on our ProActive Agreement and benefit from a 10% discount on the overall cost of the hybrid agreement.

## Does Bizpro IT Services Offer any other services?

Why yes! Funny you should ask. Bizpro IT Services is a Silver Partner with Microsoft and a reseller for various products so that we can provide full managed solutions for our clients. The software/services we can provide includes, but is not limited to:

- Network Design & Implementation, including Office 365/Cloud Migrations (IT Projects)
- Antivirus Subscriptions
- Managed Backup Subscriptions (with optional Cloud Storage)
- Office 365 Subscriptions
- Domain Management including DNS
- SSL Certificate Generation, Installation and Management
- Hardware/Software Procurement

## How do I enquire about a Managed Service Agreement?

Contact your Bizpro IT Services Representative on 03 9136 8131 or email [helpdesk@bizpro.com.au](mailto:helpdesk@bizpro.com.au) to organize a free audit, if you know your device numbers, a preliminary quote can be provided via email prior to the free audit.