TEAM
network
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MAINTAIN

A BRIEF INTRODUCTION TO THE TEAMnetwork MAINTENANCE SERVICE – WE CALL IT MAINTAIN.

what is it?

Unmanaged IT systems are a significant risk to your business. Maintain provides scheduled systems reporting to ensure your servers and systems are operating at the level you need. TEAMnetwork can carry out regular systems reporting and maintenance of your IT systems, including:

• A five-point server health check

• Network availability, performance and security

• Server restarts and disk storage capacity checks

• Operating system updates

• Virus protection checks and password updates

• Data protection to assist in disaster recovery

• Critical system checks

• Network firewall checks

• Internet usage and traffic volumes.

Maintain provides comprehensive reports in an easy-to-follow format. And we're always available to explain any issues and help you resolve any problems.

how does it work?

If you're considering a Maintain agreement, we can assess your requirements and advise you on the best way to maintain your critical systems to achieve your objectives.

A regular check-up

Maintenance checks are carried out regularly using remote access tools. Once our technical team has completed its checks, we'll provide you with a comprehensive, easy-to-read report.

Charges for Maintain are based on the number of server instances and firewall appliances. You'll be invoiced each month and you can cancel at any time, with just 30 days advance notice.

what are the benefits?

When you choose Maintain, you'll start to see the benefits:

• Affordable and regular systems reporting

• Early identification of potential issues to prevent serious or expensive problems

• The assurance that your critical systems are being monitored

• With fewer server issues you'll see a reduction in support costs

• The ability to respond to maintenance issues on an ongoing basis

• The freedom and confidence to focus on other areas of your business

• Access to the expertise of TEAMnetwork's experienced engineers

• Information on new and changing technologies affecting your business.

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an individual approach every time

Because every client has unique needs, we've developed flexible ways of delivering Maintain. There are three levels – Bronze, Silver, and Gold. Each level has different features and benefits. If the solutions here don't suit you, we can work with you to develop an approach that's right for your business.

What level of Maintain should I choose?

Take a look at the features of each of the levels of Maintain we offer. It will help you work out which level is right for you.

	BRONZE	SILVER	GOLD
Covers	Basic systems reporting	Comprehensive systems reporting and preventative maintenance	Comprehensive systems reporting and preventative maintenance
How often	Monthly	Bi-monthly	Monthly
Reporting	Brief overview report emailed to you	Detailed written report presented by your TEAMnetwork account manager	Detailed written report presented by your TEAMnetwork account manager and an expert engineer
Firewall security test	✘	✔	✔
Backup system test	✘	✔	✔
Email anti-virus test	✘	✔	✔
Critical Server Updates Checked	✔	✔	✔
Critical Server Updates Applied	✘	✔	✔
Your investment	Standard fee for each server per site	Standard fee for the first server and site, with reduced fees for each additional server and site	Standard fee for the first server and site, with reduced fees for each additional server and site

We've tried to keep Maintain simple and straightforward, but if anything isn't clear, please get in touch. We can explain anything you're not sure about and answer any of your questions.

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