



Saving you money, time and IT headaches.

InfoAge Fixed Price Computer Support.

Minimise your IT system downtime and support costs

InfoAge brings you a new proactive IT monitoring and computer support service.

Rest assured that your IT systems will be taken care of by professionals who can act quickly and alert you to problems before they happen.

One of the major challenges in maintaining your IT systems is trying to predict what will fail and when. With InfoAge Fixed Price Computer Support we can detect issues and take corrective actions to prevent many system failures from ever happening.

Our combination of regular preventative maintenance and comprehensive real-time monitoring of your computer systems will ensure the reliability and stability of your IT systems and deliver the following benefits:

Minimise your computer downtime. We address smaller IT problems before they become IT failures for you through our remote monitoring and alerting.

Reduce your IT support costs. The ability to connect remotely to your IT systems to take corrective actions avoids expensive onsite callouts and is the key to our fixed price support. Proactive maintenance means fewer issues and less "unexpected" costly onsite IT support work.

Fixed Price. Our fixed price support delivers a predictable cost for supporting your systems. Have piece of mind when you know exactly how much you pay each month for your IT support.

Traditional "break-fix" support charged by the hour is still available however if you want more control over your IT support costs our fixed priced support option may be for you.

We are rewarded when your IT systems run smoothly, not when you have a failure. With InfoAge our success is wholly dependant on the stability of your IT systems.

Features

Remote monitoring. We have invested in a state of the art web based IT monitoring system that constantly feeds IT health and performance information back to our Operations Centre over a secure connection.

Proactive Support. When our monitoring system detects a potential IT issue we are instantly alerted and can provide proactive support to address the issue before it affects your business.

Remote Desktop Control. Fast and secure access to your managed IT systems allows us to instantly respond to IT issues or provide an interactive user support or training session "on demand".

Security and Anti Virus Management. We automatically detect missing security patches or failed anti virus systems. Missing patches or antivirus issues can be addressed remotely and out of hours ensuring you are not exposed to possible Virus or Hacker attacks.

Backup monitoring. Our monitoring systems will ensure your important business data is being successful backed up as expected. Daily email alerts can be sent to indicate the success or failure of the backups.

Asset Management. Report and track locations, owners, suppliers, date of purchase, warranty and lease details across all of your managed IT devices.

Inventory Management. Get an up-to-date view of the hardware and software in use across your business. Track software licensing, installation dates, locations and managed device hardware configurations.

Reporting. Report on our levels of response to various IT Incidents and system health (performance, availability, security, software licensing, etc). We will deliver periodic reports that outline the results and value you are receiving through InfoAge fixed price IT Services.

InfoAge Fixed Price Computer Support - the solutions

Our focus is to keep your IT systems operational, available and secure so that you can focus on your business. Our Program consists of two service level offerings

Management. Management encompasses a full support service whereby InfoAge assumes total responsibility for the ongoing health of your IT systems. Proactive maintenance, detected issues and all onsite support are addressed as part of the flat monthly fee and will not be charged to you. This truly aligns InfoAge and your interests— smoothly running IT systems.

Monitoring. Monitoring ensures the most important functions and areas of your IT systems are running as expected. If an issue is detected or proactive maintenance and support are required to head off a problem before it impacts your business, you will be notified by InfoAge of the required work to address the issue. You can then fix the problem or ask us to help you. Support costs apply.

InfoAge Fixed Price Computer Support - the options

Managed Servers

- Server Management
- Backup Management
- Security Administration
- Server patch Management
- Email management
- Virus Protection
- Real-Time Support
- Asset and inventory management
- Weekly IT health and services reporting



Complete support included. Fully managed server.

\$299.00 per server, per month.

Monitored Servers

- Server Monitoring
- Backup Monitoring
- Security Monitoring
- Server patch monitoring
- Email Monitoring
- Virus Monitoring
- Real-Time Support
- Asset and inventory management
- Monthly IT health and services reporting



Monitoring services only. Support at standard time and material rates. You will be notified if Server support services are required to address detected issues.

\$79.00 per server, per month.

Managed Workstation

- Performance Management
- Virus protection Management
- Disk space Management
- Patch Management
- Real-Time Support
- Asset and inventory management



Support included. Fully managed workstations.

\$99.00 per workstation, per month.

\$75.00 add-on for application/Office / database support, per month.

Monitored Workstations

- Performance Monitoring
- Virus Protection Monitoring
- Disk space Monitoring
- Patch Monitoring
- Real-Time Support
- Asset and inventory management



Workstation monitoring services only. Support at standard time and material rates. You will be notified if Server support services are required to address detected issues.

Only \$10.00 per workstation, per month!

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