MICROMETRIC MANAGED SERVICE

An **Economical** and **Fixed Expense Alternative**
to the normal
Break/Fix model of
providing Computer Service

What's Wrong with the Break/Fix Model

- ❑ **Reactive** - Wait for equipment to have problems before working on it
- ❑ Multiple Invoices weekly
- ❑ May require multiple service call to fix several minor problems
- ❑ Maximum of 10% Labor Discount

Major Managed Service Features

- Single Managed Service Invoice/ Month
- Fixed Term Agreement with a limit on Yearly Rate increases
- Deep Labor Discounts available (from 0.8% to 19.2%), based on monthly commitment

Major Managed Service Benefits

- **Proactive**, rather than Reactive - Monitor systems on a continuous basis to detect impending problems and fix them before they occur

- Each system and piece of Information Technology has it's own custom Management Plan

- Lower Labor Rates, as all billings, both Labor and material can contribute to a larger Labor Discount

- Secure Customer Web Site area for detailed information on past billings and the current status of Trouble Tickets.

Components of Managed Service
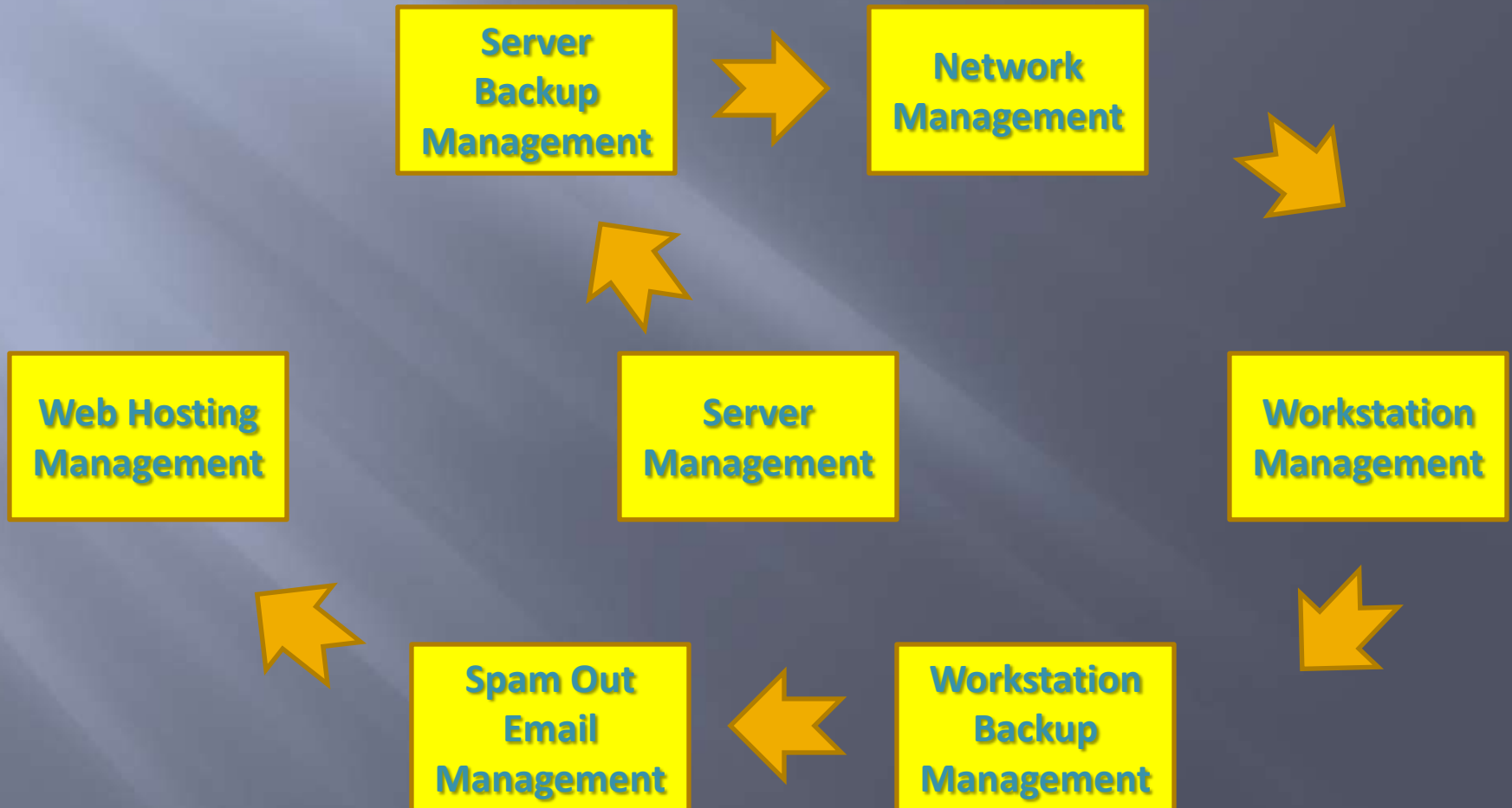
Managed Services Level Features

- **Level 1** Remote Monitoring

- **Level 2** Patch Management for OS, AV, BU S/W.

- **Level 3** Monthly Server/ Workstation Maintenance.

- **Level 4** Help Desk Telephone Support

- **Level 5** Managed Task Labor

- **Electives** Additions to the Basic Service, such as Line of Business (LOB) Applications

All levels are cumulative and include all Features of the Lower Levels

Managed Services Agreements

- ❑ <u>Service Agreement-Discounted Service Rates</u>
  - ❑ Client acquires a discounted Labor Rate for a Minimum Monthly Billing
- ❑ <u>Service Agreement-Managed Services</u>
  - ❑ Appendix A – Definitions
  - ❑ Appendix B-S – Server Management
  - ❑ Appendix B-W – Workstation/Laptop Management
  - ❑ Appendix B-N – Network Equipment Management
  - ❑ Appendix B-SB – Server Backup Management
  - ❑ Appendix B-WB – Workstation Backup Management
  - ❑ Appendix B-SO – Email Spam Out Management
  - ❑ Appendix B-WH – Web Hosting Management

Service Agreement
Discounted Service Rates

- Client agrees to Purchase a MINIMUM amount of Services and Material over a fixed period of time.
- Service Provider sends a **single invoice** at the end of each month. This invoice covers:
  - Next Months Managed Services Billing amount.
  - Past months ' additional Billing amount, if in excess of the MINIMUM.
- Based on the MINIMUM Agreed to, Client receives a Discount (from 0.8% to 19.2%), on all Labor Service

Managed Service Feature Highlights

- Measured Response Time, based on Problem Severity
- Tiered Support, encompassing Three Levels
- Escalation Procedure, with written milestones and time frames
- Detailed Service Level features and frequency
- Detailed Service Level features NOT included
- Rate structure for service outside normal hours

Managed Service Agreement Steps

1. Managed Service Overview(This presentation)
2. Agreement and Appendixes Overview (Next set of slides)
3. Review of Last 10/12 Months Billing
4. Presentation and Review of Recommended Agreements
5. Discussion of any desired Agreement changes
6. Agreement rework by Service Provider
7. Client decision **Break/Fix** or **Managed Services**
8. Client Agreement signing

Server Management Options - Levels
(Prices shown are per system per month)

- **Level 1** (Remote Monitoring) $20.
- **Level 2** (+OS, AV, BU Patches) $50.
- **Level 3** (+Monthly Server Maintenance) $180.
- **Level 4** (+Help Desk Phone Support $195.
- **Level 5** (+Managed Task Labor) $220.

NOTE: All Level Prices are for the Tasks of that Level AND all of the Tasks of the lower Levels.

Server Management Options - Electives
(Prices shown are per system per month – Percentages are of selected Level)

- **+UPS** (Replace UPS/Batteries as needed) $10.
- **+SBS** (Add Small Business Server Support)   40%
- **+EXG** (Add Exchange Server Support)   30%
- **+ISA** (Add ISA Support)   10%
- **+TS** (Add Terminal Services Support)   15%
- **+SQL** (Add SQL Support)   10%
- **+BM** (Add Backup Monitor) $100.
- **+NAS** (NAS Support)   QUOTE
- **+LOB** (Line Of Business Support)   QUOTE

Workstation Management Options - Levels
(Prices shown are per system per month)

- **Level 1** (Remote Monitoring) $3.
- **Level 2** (+OS, AV, BU Patches) $10.
- **Level 3** (+Monthly Workstation Maintenance) $20.
- **Level 4** (+Help Desk Phone Support $45.
- **Level 5** (+Managed Task Labor) $65.

NOTE: All Level Prices are for the Tasks of that Level AND all of the Tasks of the lower Levels.

Workstation Management Options - Electives
(Prices shown are per system per month – Percentages are of selected Level)

- **+UPS** (Replace UPS/Batteries as needed) $10.
- **+LOB** (Line Of Business Support)   QUOTE

Network Equipment Management Options – Levels
Wiring Infrastructure
(Prices shown are per unit per month)

- **Level 1** (Yearly Inspection) $3.
- **Level 4** (+Help Desk Phone Support $10.
- **Level 5** (+Managed Task Labor) $15.

NOTE: All Level Prices are for the Tasks of that Level AND all of the Tasks of the lower Levels.

Network Equipment Management Options – Levels Managed Switches
(Prices shown are per unit per month)

- **Level 1** (Routine Monitoring) $20.
- **Level 2** (+Patches) $22.
- **Level 3** (+Monthly Managed Switch Maintenance)
                                                                      $25.
- **Level 4** (+Help Desk Phone Support $30.
- **Level 5** (+Managed Task Labor) $35.

NOTE: All Level Prices are for the Tasks of that Level AND all of the Tasks of the lower Levels.

Network Equipment Management Options – Levels Switches/Hubs
(Prices shown are per unit per month)

- **Level 1** (Yearly Inspection) $2.
- **Level 4** (+Help Desk Phone Support $3.
- **Level 5** (+Managed Task Labor) $5.

NOTE: All Level Prices are for the Tasks of that Level AND all of the Tasks of the lower Levels.

Network Equipment Management Options – Levels
Routers
(Prices shown are per unit per month)

- **Level 1** (Yearly Inspection) $2.
- **Level 4** (+Help Desk Phone Support $3.
- **Level 5** (+Managed Task Labor) $5.

NOTE: All Level Prices are for the Tasks of that Level AND all of the Tasks of the lower Levels.

Network Equipment Management Options – Levels
Print Servers
(Prices shown are per unit per month)

- ❑ **Level 1** (Yearly Inspection) $2.
- ❑ **Level 4** (+Help Desk Phone Support $3.
- ❑ **Level 5** (+Managed Task Labor) $5.

NOTE: All Level Prices are for the Tasks of that Level AND all of the Tasks of the lower Levels.

Network Equipment Management Options – Levels Printers

(Prices shown are per unit per month)

- **Level 1** (Yearly Inspection) $5.
- **Level 4** (+Help Desk Phone Support $10.
- **Level 5** (+Managed Task Labor) $15.

NOTE: All Level Prices are for the Tasks of that Level AND all of the Tasks of the lower Levels.