

**MicroMetric** Inc.

Your  
Information Technology  
Team

# 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

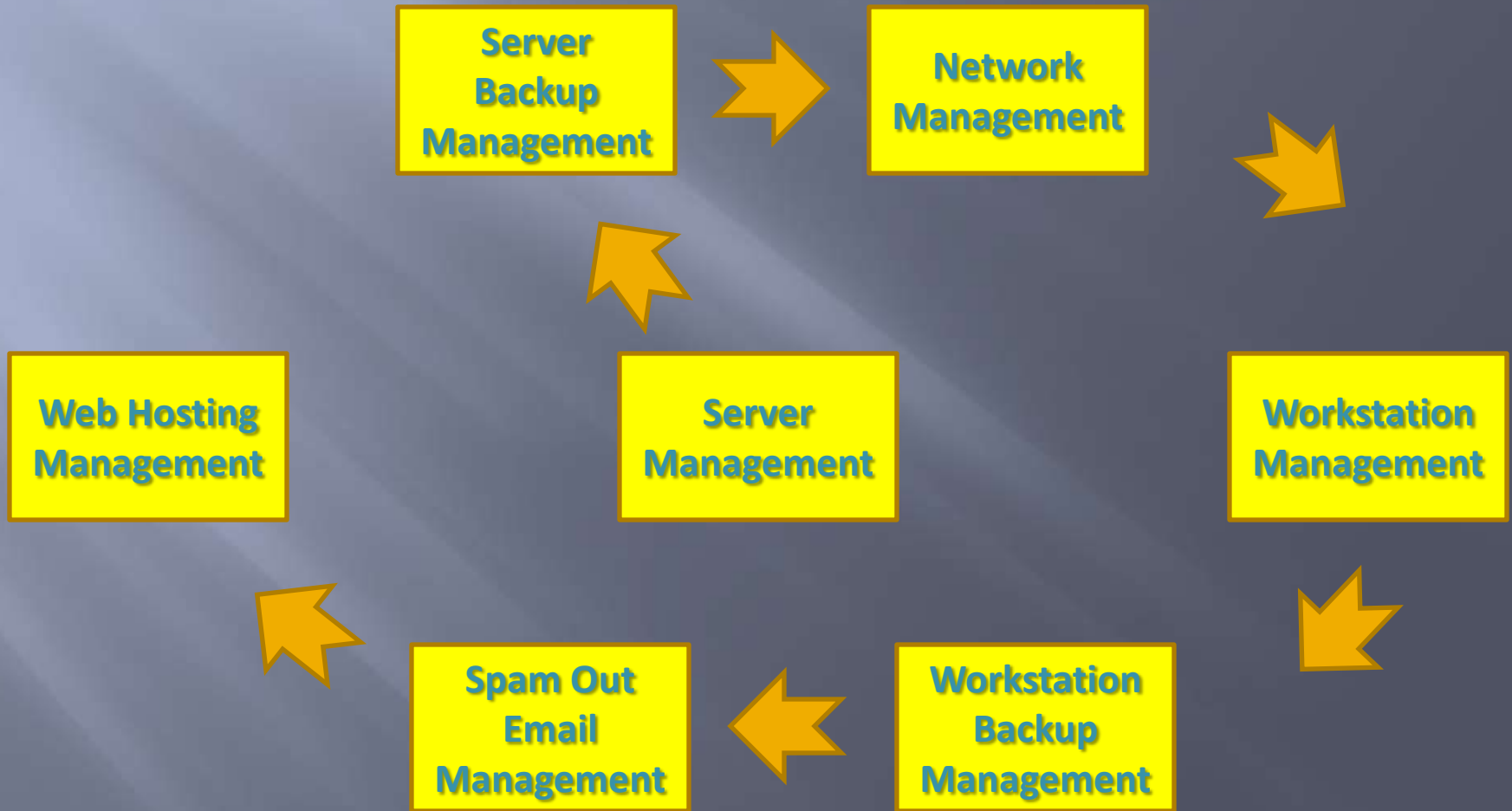
# Major Managed Service Features

- ❑ 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

- ❑ Service Agreement-Discounted Service Rates
  - ❑ Client acquires a discounted Labor Rate for a Minimum Monthly Billing
- ❑ Service Agreement-Managed Services
  - ❑ **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.