

anywhere.anytime.technology



KEY BENEFITS

- Spend your time on your business, not on your IT
- 24/7 & 8/5 proactive support, not just reactive repair
- Rapid remote support response fixes small problems quickly, before they become big ones
- Local onsite support quickly available when needed
- Routine maintenance & support carried out without disruption
- Ensures cloud computing requirements are maintained
- Monitoring on and off the network—anywhere in the world
- Regular reporting for confidence that your network is healthy
- Dedicated 1Call resources
- Predictable monthly IT costs

INFORMATION TECHNOLOGY SOLUTIONS THAT WORK FOR YOUR BUSINESS.

1Call's remote monitoring and management platform continually monitors the stability, security and health of your IT network so you can experience maximum network uptime, increase your efficiency and focus on your core business functions.

All of this occurs without disruption to you or your employees' activities as our robust monitoring platform supports early detection and remediation of issues before they cause downtime or data loss.

But we also believe that some things are better handled face-to-face and on premise, so our support plans also guarantee you a dedicated 1Call engineer, monthly face-to-face technical meetings and as much phone helpdesk support as you need.

Choose from our Essential, ProActive, or FullManagement support plans for the level of support you need.

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1Call Standard Support Plan Comparison



Feature	Benefit	Essential™	ProActive™	Full Management™
Dedicated Support Engineer	Your support engineer is familiar with you, your business and your systems and can resolve problems quicker.	✓	✓	✓
Technical Site Meeting	Opportunity to regularly review IT infrastructure & management plan.	Bi-Monthly	Monthly	Monthly
Business Hours Support	Support services available during normal business hours (08:30-17:30 Monday to Friday excluding public holidays)	✓	✓	✓
Priority Response	Minimise downtime due to IT issues by having 2 hour priority access to 1Call resources	✓	✓	✓
Help Desk with 0800 free-call number	Save money & ensure that small, simple IT issues can be dealt with promptly.	✓	✓	✓
Remote Support Capability	Enables prompt resolution of most problems without need to wait for onsite visit.	✓	✓	✓
1Call Customer Portal Access	Easily log, view & update support tickets, and view billing information.	✓	✓	✓
Baseline Site Documentation	Enables us to provide you with a faster and more effective resolution of your IT problems.	✓	✓	✓
Management Reporting	Management visibility of IT performance, issues, and resolutions through daily, weekly or monthly reporting .	✓	✓	✓
Microsoft Updates Management	Ensures that your IT infrastructure is always up to date and secure.	✓	✓	✓
Essential Server Remote Monitoring & Management	Remote monitoring and management of essential server parameters provides early identification and resolution of common server issues	✓	✓	✓
Essential PC Remote Monitoring & Management	Remote monitoring and management of essential PC parameters provides early identification and resolution of common issues.	✓	✓	✓
Monitoring Fault Support	Remote support for all faults identified by 1Call monitoring on servers or computers covered by your plan is included free of charge.	✓	✓	✓
Network Device Monitoring	Remote monitoring of specified network devices covered by your plan to provide early identification of fault conditions.	✓	✓	✓
Cloud Services Monitoring	Monitoring of your cloud services subscriptions to ensure that functionality is maintained.	✓	✓	✓
Quarterly Test Restore	Test restore from your backups provides confidence that your backup systems are actually working effectively.		✓	✓
Biannual Security Review	Security review of your on-premise and cloud environments to confirm status of essential security configurations		✓	✓
Full Server Remote Monitoring & Management	Comprehensive remote monitoring and management, in addition to the essential parameters, provides full confidence in server health and serviceability.		✓	✓
Full PC Remote Monitoring & Management	Comprehensive remote monitoring and management, in addition to the essential parameters, provides full confidence in PC health and security.		✓	✓
Remote Fault Support	All remote fault support for servers and computers covered by your support plan is included free of charge.		✓	✓
Onsite Fault Support	All onsite fault support for servers and computers covered by your support plan is included free of charge.			✓
Discretionary Support Time	Included support time for discretionary support and non-fault work including onsite work.			✓
Annual Server Hardware Preventive Maintenance	Helps protect server hardware from premature failure due to environmental causes.			✓
Annual Desktop Hardware Preventive Maintenance	Helps protect desktop PC hardware from premature failure due to environmental causes.			✓