



**BUSINESS + TECHNOLOGY**

**Comtigo helps you maintain your IT infrastructure ready for Business**

## **COMTIGO Program Description**

COMTIGO is our comprehensive Managed Services Program that will provide peace of mind for your computer network, to ensure it's running predictably, optimally and securely. Our fully managed program is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.

## **Program Benefits**

Preventive maintenance can be the key to having a system that gives years of trouble-free service. A properly administered preventive-maintenance program pays for itself many times over by reducing problem behavior, data loss, and component failure and by ensuring your system a long life.

In case of equipment breakdown or malfunction, a corrective maintenance is necessary to bring up the system to its full and continuous operation. Good system knowledge, prompt response, along with clever troubleshooting techniques and tools, will reduce downtime, avoid mistakes and save money.

Optionally we provide Outsourcing services for IT management, Systems and Network Support, so you can staff a virtual IT department with a group of highly experienced engineers.

## **Managed Services Program**

With advanced functionality like patch administration, software deployment, remote control, server monitoring, computer inventory, audit and reports, Comtigo could automate the daily IT activities. From a single location to multiple facilities with firewalls, NAT, local and remote servers, desktops and laptops, the Comtigo agent can be easily installed to perform the following activities:

- Hardware and software inventory and full audits
- Automated Windows updates and patches
- Schedule maintenance tasks like defragmentation
- Use of scripting for software deployment
- Network discovery and system alert monitoring and Windows events monitoring
- Help Desk and automated tickets generation with screen captures
- Remote control, chat, and secure file transfers
- Comprehensive integral Management reports

## COMTIGO Service Plans

Service	Period & SLA	Service Characteristics	Description
<b>SERVER1</b> <b>SERVER2</b>	Daily Daily	Server Performance Monitoring (Applications, Hardware and O/S)	Monitoring of the ongoing health, performance and errors in Server class for server class OS applications and hardware components 24x7
<b>SERVER1</b> <b>SERVER2</b>	Monthly Bi-Monthly	Server Maintenance (Hardware and O/S)	Maintenance of server equipment to ensure reliability and continued high quality service. Optimizing hard drive performance, clearing logs & temp files and other check listed maintenance items.
<b>SERVER1</b> <b>SERVER2</b>	Weekly Weekly	Microsoft Windows O/S Management	Hardware Patches, Feature Release, Hot fixes are updated on a regular basis to servers. This will be applied on Server class OS running on Server class hardware.
<b>SERVER1</b> <b>SERVER2</b>	Daily Daily	Microsoft Windows Server Data Backup	Monitor success, failure or errors related to your on-site and/or online backup solution
<b>SERVER1</b> <b>SERVER2</b>	1 h – 2 h 2 h – 4 h	Unlimited Remote Server Support and Troubleshooting	Remotely support Server class OS running Server class hardware and troubleshoot software and or hardware issues during business hours.
<b>SERVER1</b> <b>SERVER2</b>	2 h – 4 h 4 h – 8 h	Limited Onsite Server Support and Troubleshooting	On as needed basis during business hours.
<b>DESKTOP1</b> <b>DESKTOP2</b> <b>CRITICAL1</b> <b>CRITICAL2</b> <b>INDUSTRIAL1</b> <b>INDUSTRIAL2</b>	Monthly Bi-Monthly Monthly Bi-Monthly Monthly Bi-Monthly	Workstation Preventative Maintenance	In addition to 8x5 workstation monitoring, plus basic maintenance activities such as cleaning, updates and AV monitoring
<b>DESKTOP1</b> <b>DESKTOP2</b>	Monthly Bi-Monthly	Application and License Compliance	Create an approved list of applications and design and enforce application standards , and monitor license usage
<b>DESKTOP1</b> <b>DESKTOP2</b> <b>CRITICAL1</b> <b>CRITICAL2</b> <b>INDUSTRIAL1</b> <b>INDUSTRIAL2</b>	2 h – 24 h 4 h – 24 h 2 h – 24 h 4 h – 24 h 1 h – 4 h 2 h – 8 h	Unlimited Remote Workstation Support & Troubleshooting	Remotely support desktop workstations running Windows and troubleshoot software and or hardware issues during business hours
<b>DESKTOP1</b> <b>DESKTOP2</b> <b>CRITICAL1</b> <b>CRITICAL2</b>	4 h – 24 h 8 h – 24 h 4 h – 24 h 8 h – 24 h	Limited Onsite Workstation Support and Troubleshooting	Onsite support to troubleshoot software and or hardware issues during business hours

<b>INDUSTRIAL1</b> <b>INDUSTRIAL2</b>	2 h – 4 h 4 h – 8 h		
<b>CRITICAL1</b> <b>CRITICAL2</b> <b>INDUSTRIAL1</b> <b>INDUSTRIAL2</b>	Monthly Bi-Monthly	Microsoft Windows Data Backup	Monitor success, failure or errors related to your on-site and/or online backup solution
<b>PRINTER1</b> <b>PRINTER2</b>	Daily Daily	Printer performance monitoring	Monitoring of the ongoing availability and performance of the hardware and printing interface as well as monitoring networked printer connectivity, page counts, and toner levels, and specific printer error messages.
<b>PRINTER1</b> <b>PRINTER2</b>	Monthly Bi-Monthly	Printer Preventive Maintenance	Basic maintenance activities such as cleaning and lubrication where applicable
<b>UTM</b>	Daily 4 h – 8 h Bi-Monthly	Sonicwall Management and Monitoring	Monitor connectivity and traffic, firewall management and security restrictions Firmware Updates
<b>SWITCH</b>	Daily  Bi-Monthly	Managed Switches Monitoring	Monitor connectivity, traffic and performance errors  Firmware Updates
<b>WAP</b>	Daily 4 h – 8 h Bi-Monthly	Access Points Management and Monitoring	Monitor connectivity and traffic Access control management and security encryption Firmware Updates
<b>WBRIDGE1</b>	4 h – 8 h Semestral	Wireless bridge Management and Monitoring	Troubleshoot connectivity issues Maintenance and Firmware Updates
<b>NVR</b> <b>FIXCAM1</b> <b>FIXCAM2</b> <b>FIXCAM3</b>	Daily 4 h – 8 h Qtly/Semestral	Device Monitoring Troubleshoot Issues Maintenance	Verify status and recording Troubleshoot camera/NVR issues Maintenance and Firmware Updates
<b>IIPPBX</b> <b>IPPHONE</b> <b>BIOMETRIC</b>	Daily 4 h – 8 h Bi-Monthly	Device Monitoring Troubleshoot Issues	Monitoring of Connectivity Trubleshoot issues Upgrade firmware
<b>ENDPOINT1</b> <b>ENDPOINT2</b>	Daily Daily	Endpoint Protection Monitoring	Monitoring of Desktop AV
<b>IT Consulting Services</b>	Quartely	Quarterly Network Health Review Meetings	Regularly scheduled meetings to review a multitude of network health reports and use it as an opportunity to prioritize projects, plan budgets and discuss other solutions that can improve the network.

## Out of Scope / Billable Services

For services not explicitly listed in the chart above, CLIENT can assume those services will be BILLABLE and will be subject to (Service Provider's) bill rates as specified in [Appendix C](#).