

Managed IT support Menu Card

SERVICE	TIER 2	TIER 3	TIER 4
Number of Business Devices supported per user	1	3	5
Minimum number of users	3	5	10
24/7 Remote Monitoring	✓	✓	✓
Unlimited Remote Support	8.30am – 5.30pm Monday – Friday*	8.30am – 5.30pm Monday – Saturday*	8.30am – 5.30pm 7 days a week
ESET Anti-Virus	✓	✓	✓
Password Management	✓	✓	✓
Remote Management	✓	✓	✓
Quarterly Business Reviews	✓	✓	✓
Primary Site Technician Visit	Annually chargeable	Annually included	Twice a year included
Access to Security Blogs	✓	✓	✓
Proactive Quarterly Health Checks	✗	✓	✓
Personalised User Templates	✗	✓	✓
Next Day Loan Equipment	✗	✓	✓
User Training	✗	✗	✓
Third Party Vendor Management	✗	✗	✓
Monthly reporting	✗	✗	✓

Whatever is not covered in our inclusion list is excluded by default, however we can arrange for these to be addressed with an agreed charge. To help give you an idea about what might be excluded, eg, 1) setup and configuration of a service; 2) liaison with third party vendors ie, Sage

* With the exception of Bank Holidays

July 2020 v.2

Agreement Inclusion List

DESCRIPTION	FREQUENCY	INCLUDED
Consulting		
Quarterly Business Review (QBR)	Quarterly	T2, T3, T4
End-User Office365 Training (remote via portal)	As Needed	T2, T3, T4
Desktop, Laptops and Servers		
Setup New Profiles on Desktops and Laptops	As Needed	T2, T3, T4
Add / Edit / Delete User Accounts	As Needed	T2, T3, T4
Forgotten Password Resets	As Needed	T2, T3, T4
Archive Old User Accounts (Backup Email & Files)	As Needed	T2, T3, T4
Setup & Maintain Security Groups	As Needed	T2, T3, T4
Restore Files from Backups (1)	As Needed	T2, T3, T4
Troubleshoot Operating System Not Working	As Needed	T2, T3, T4
Troubleshoot Microsoft Office Not Working	As Needed	T2, T3, T4
Troubleshoot Anti-Virus Not Working	As Needed	T2, T3, T4
Reboot Servers	As Needed	T2, T3, T4
Troubleshoot Hardware Issues (3)	As Needed	T2, T3, T4
Hard Drive Clean-up (Remove Temp & Unnecessary Files)	As Needed	T2, T3, T4
Warranty Claim Processing (3)	As Needed	T2, T3, T4
Microsoft Patch Management (Service Packs & Updates)	Daily	T2, T3, T4
Update Approved 3rd Party Applications	Daily	T4
Monitor all Critical Server and Computer Services and Fix	24 x 7 x 365	T2, T3, T4
Monitor Anti-Virus Running & Protection Enabled	24 x 7 x 365	T2, T3, T4
Monitor Anti-Virus Definitions Updating Correctly	24 x 7 x 365	T2, T3, T4
Monitor Anti-Malware Running & Protection Enabled	24 x 7 x 365	T2, T3, T4
Monitor Anti-Malware Definitions Updating Correctly	24 x 7 x 365	T2, T3, T4
Monitor Hard Disk Health & Space	24 x 7 x 365	T2, T3, T4
Monitor High CPU Usage	24 x 7 x 365	T2, T3, T4
Monitor Security and Event Logs	24 x 7 x 365	T2, T3, T4
Roll out our Best Practice Security Policies	Ongoing	T2, T3, T4
Backups and Disaster Recovery		
Monitor Server and Computer Backups (1)	24 x 7 x 365	T2, T3, T4
Troubleshoot Server and Computer Backup Failures (1)	As Needed	T2, T3, T4
Monitor Office365 Backups (1)	24 x 7 x 365	T2, T3, T4
Troubleshoot Office365 Backup Failures (1)	As Needed	T2, T3, T4
Manual Test Restore & Report of All Approved Backups (1)	Monthly	T2, T3, T4

DESCRIPTION	FREQUENCY	INCLUDED
Printers		
Clear & Reset Printer Queues	As Needed	T2, T3, T4
Troubleshoot Printer Issues	As Needed	T2, T3, T4
Add / Edit / Delete Printer Mapping Group Policies	As Needed	T2, T3, T4
Add / Edit / Delete Printer Drivers for Existing Printers	As Needed	T2, T3, T4
Troubleshoot Printer Hardware Issues (3)	As Needed	T2, T3, T4
Warranty Claim Processing (3)	As Needed	T2, T3, T4
Network		
Troubleshoot Internet Service Provider Issues & Outages	As Needed	T2, T3, T4
Troubleshoot Network Switch Issues	As Needed	T2, T3, T4
Troubleshoot Wi-Fi Access Point Issues	As Needed	T2, T3, T4
Update Wi-Fi SSID / Keys	As Needed	T2, T3, T4
Troubleshoot Router Issues	As Needed	T2, T3, T4
Troubleshoot Firewall Issues	As Needed	T2, T3, T4
Firewall Security Audit and Adjustment	Monthly	T2, T3, T4
Domain Names		
Add / Edit / Delete MX Records	As Needed	T2, T3, T4
Add / Edit / Delete TXT Records	As Needed	T2, T3, T4
Add / Edit / Delete PTR Records	As Needed	T2, T3, T4
Add / Edit / Delete CNAME Records	As Needed	T2, T3, T4
Add / Edit / Delete A Records	As Needed	T2, T3, T4
Mobile Phones & Tablets		
Configure Outlook or Mail App (2)	As Needed	T2, T3, T4
Configure OneDrive for Business App (2)	As Needed	T2, T3, T4
Configure Teams for Business App (2)	As Needed	T2, T3, T4
Office365		
Add / Edit / Delete User Accounts	As Needed	T2, T3, T4
Add / Edit / Delete User and Security Groups	As Needed	T2, T3, T4
Add / Edit / Delete Shared Mailboxes	As Needed	T2, T3, T4
Add / Edit / Delete Distribution Groups	As Needed	T2, T3, T4
Forgotten Password Resets	As Needed	T2, T3, T4
Archive Old User Accounts (Backup Email & OneDrive)	As Needed	T2, T3, T4
Restore Files from Backups (1)	As Needed	T2, T3, T4
Install & Connect OneDrive Desktop Client (2)	As Needed	T2, T3, T4
Install & Connect Teams Desktop Client (2)	As Needed	T2, T3, T4

- (1). Applies when using backup platform recommended by ECL
- (2). Assumes customer has back-end systems and countrywide configuration setup and configured for the product. If not, ECL will discuss scope and potential project on separate proposal for review.
- (3). Where hardware was not purchased from ECL and/or the device is not currently covered by manufacturer's warranty or care pack, it is at ECL discretion as to whether they will cover under the scope of the agreement

Get in touch to learn more

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