

## KPTech Managed Services Essentials (MSE) Fact Sheet

### Phone & Remote Support Information

KPTech have locally employed support staff ready to take your support requests from 8.30am to 5.30pm Monday to Friday excluding public holidays etc. There is no subcontracting or outsourcing of support staff.

Simply email [support@kptech.com.au](mailto:support@kptech.com.au) with your problem and the next available technician will work on your request. *We recommend you restart the computer and replicate the problem (if possible) before you request support.*

You will receive an email from [support@kptech.com.au](mailto:support@kptech.com.au) advising we have received your support request, and a ticket number will be emailed back to you. You can reply to this email in future with any further info or updates you may have.

After your initial email, and if it's urgent or timing is critical, you can call 1300 303 173 and talk directly to a tech support person. If you cannot email to raise a support request, give us a call!

KPTech will contact you to arrange access to your computer remotely over the internet to fix any issues you may have. The computer must be on, and internet connected for this to occur.

Your allocated hours of support don't roll over to the next month, time spent is rounded in 9 min blocks.

### Automated Maintenance - "Patch Management"

Many viruses use opportunities that buggy software provides to infect your computers. As software is released, it can often take days or weeks or months before errors and mistakes are fixed via updates. KPTech install an agent (software) on your computer(s) so that we can remote into your computer when you need assistance (Splashtop) and also manage updates and patching on your computer to keep it secure. Our agent scans your versions of software and picks the updates required to install. This will mean that your computer needs to be on (not in sleep mode) on Wednesday nights from 7pm, sometimes until Thursday morning around 4am, and sometimes on Sunday's at 7pm. During this time, your computer will work slower as we run virus scans and apply patches. It is important you do not have programs running and files open during this time, as a reboot normally occurs during the patching process, and we cannot take any responsibility for open work you didn't save. Patch management is crucial in protecting a computer from virus infections, and out-of-date software is often more responsible for mass virus outbreaks than having free or poor antivirus software. KPTech will automatically process Windows updates and patches, as well as Office, Adobe and Java updates.

### Managed Anti-Virus Information

KPTech install commercial grade antivirus software. Currently we use Webroot Endpoint Protection, however as times change in the industry we sometimes change or add other products as needed to ensure adequate protection. One point to make however is that running antivirus software alone will not protect you from everything that can infect your computer. For true protection, it is a layered approach, tackling multiple aspects of exposure, including frequent patching/updates, perimeter UTM firewalls, enhanced ATP mail filtering, custom modification of email backend systems and "user education" - i.e training on what to do, and what not to do. No one provides a guarantee that antivirus software will stop 100% of infections, and infection cleanup is not covered under any agreement at KPTech.

Our antivirus software will typically do quick scans in the morning, that only last a couple of minutes typically, and then do a weekly deep scan (on slow computers this can take hours) on Wednesday nights from 7pm, and sometimes Sunday nights at 7pm also. Our antivirus software is always up to date as it uses cloud data centres to instantly protect you from new threats. (We don't download definition updates like older ineffective antivirus software - i.e free AV software)

## **Document Backup Information**

KPTech use Tier3 Grade AUSTRALIAN servers, AES 128/256 or Blowfish 448 encryption, 28 individual day file retention (up to twice per day - 12 noon to 2pm, and 9pm to 6am), and the service will back up the following file formats (only) automatically:

Documents – .DOC | .DOCX | .DOCM | .DOCM | .DOTX | .DOCB | .DOT | .ODT | .PAGES | .RTF | .TXT | .WPD | .WPS | .WBK (i.e Microsoft Word

Data Files – .CSV | .PPS | .ODC | .ODF

Page Layout Files – .PDF | .ODG | .PUB | .XPS

Presentations – .KEY | .ODP | .PPT | .PPS | .POT | .PPTX | .PPSX | .PPSM | .POTX | .PPTM | .POTM | .PPAM | .SLDX | .SLDM

Spreadsheets – .XLP | .ODS | .XLS | .XLT | .XLM | .XLSX | .XLSM | .XLTX | .XLTM | .XLSB | .XLA | .XLAM | .XLL | .XLW | .XLR | .numbers

The storage for your backup is unlimited, but KPTech do not allow for your internet usage charges when uploading to the cloud. If you need to restore a file, email [support@kptech.com.au](mailto:support@kptech.com.au) and let us know the exact name of the file(s), and where it was located (folder path), and we will restore back to the exact same spot at no charge. This backup system will not backup application, database, email, accounting or similar programs. KPTech have an alternate backup system from \$22 inc GST per month that is not limited to file types, please contact [sales@kptech.com.au](mailto:sales@kptech.com.au) for information and pricing. This can be added to your agreement.

## **Financial Information**

The setup fee for Managed Services Essentials is \$55 inc GST per PC you want added to the agreement up to 5 PC's total. This setup fee will include the installation of our software and allows for 1hr of remote support to ensure your computer is clean of infections and has the necessary updates and patching installed. If this is not possible to do remotely, you will need to deliver the computer to our workshop (additional fee may apply depending on what is required).

On the 1st of each month, you will receive an invoice for \$99 inc GST for that current month of support. If you consume your 1hr monthly support allocation before the next month, KPTech will invoice the additional labour at a discounted \$143 inc GST per hour. (You will receive an email when your allocation gets low or runs out)

For any onsite work (not included in your monthly support allocation), labour will be invoiced at a discounted \$143 inc GST per hour, and \$33 inc GST per hour for travel to and back from Hope Valley.

If you bring the computer to KPTech for workshop repair (i.e internet unavailable, or computer won't turn on), labour will be invoiced at a discounted \$110 inc GST per hour (not included in your monthly support allocation).

MSE agreements have a minimum 4 month term (then rolling month to month), and 2 month cancellation notice (must be in writing, email [accounts@kptech.com.au](mailto:accounts@kptech.com.au)) . There is no pro rata billing discount for stopping of agreements during the month, only pro rata for starting agreements during the month.

Monthly payments are automatically direct debited from credit card (Amex 2.2%, V/MC 1.7%) or bank account (no admin fee) 7 days after invoice date. Any additional invoices will be settled the same method.

As part of your monthly support allocation of hours included, KPTech can assist with all your problems in relation to your computer(s), internet, wireless, printing, storage, office software, virus issues and more. Our normal support rate for labour is \$176 inc GST per hour, but clients who are on a Managed Services agreement only pay \$143 inc GST per hour. Please note that your agreement only includes support we do over the phone or remotely. If you bring the equipment to our office in Hope Valley, we only charge \$110 inc GST per hour and if we need to visit you onsite, it will be \$143 inc GST per hour plus \$33 inc GST per hour for travel to you and travel back to our office in Hope Valley.