

Managed Network Product Sheet

Features

Rosh Tech Managed Network solutions provide customers with a network management solution to handle the BAU running of their business network.

BAU support keeps your organisation running on a day-to-day basis.

The customer's network comprises the following components

- Routers
- Switches
- Wireless access points
- Network cabling
- Internet service

Includes

- unlimited helpdesk support
- changes to device configurations
- firmware updates
- proactive security updates
- responses to known device vulnerability alerts
- logging of support tickets with network vendors
- incident updates to customers
- 24x7 monitoring and alerts (note Rosh Tech's support desk does not work 24x7)
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Excludes

- The following scenarios are not included in Rosh Tech's fixed price Managed Network agreements
 - o Support for other Managed services (eg: Managed IT, Managed Voice)

Project work such as

- o Installation of new network equipment
- o Disaster recovery plan
- o Disaster recovery projects
- o Rectification of damage caused by malicious software/actions (eg. Viruses/Hackers)
- o Rectification of damage caused by cybercrime
- o Repetitive failures where recommendations to replace items are ignored
- o Failures due to out-of-date operating systems and software

Should services like the above or other out of scope work be required, they will be charged at fixed fee rates or on the basis of hourly rates as set out here (<https://roshtech.com.au/fixed-fee-services>) or treated as fixed-price projects.