

Managed Server Product Sheet

Features

Rosh Tech Managed Server is intended to cover your organisation's business as usual (BAU) operational support for its Servers.

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

Rosh Tech provides a combination of helpdesk and onsite support, proactive maintenance, technical best practice alignment, and regular strategy sessions along with centralised cloud platform management to deliver a world-class Managed Server service to its customers.

Includes

- Unlimited Server support
- Helpdesk support Monday to Sunday 8:30 am – 5:00 pm
- Helpdesk ticketing system
- Device remote monitoring
- Planned alignment and strategic planning
- Access to top-level system engineers for onsite jobs
- Regular proactive maintenance on servers
- Windows operating system patching and updates
- Basic security support
 - management of antivirus and antimalware
 - password strengthening
- Server backup support (support of existing backup systems and replication)

Managed Server Product Sheet

Excludes

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

Project work such as

- o Installation of new Servers
- o Installation or customisation of any new software systems
- 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.

Important Notes

All equipment supplied under a Managed Server agreement remains the property of Roshtech Pty Ltd and is provided to the customer on a rental basis. At the end of the agreement term, you may:

- a) Request to extend your agreement term;
- b) Upgrade your equipment to newer hardware, subject to a new agreement; or
- c) Return the equipment to Roshtech.