

# Managed IT Product Sheet

## Features

Rosh Tech Managed IT is intended to cover your organisation's business as usual (BAU) operational support for its IT systems. 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 world-class Managed IT services to its customers.

## Includes

- Unlimited Desktop, Server, and Network 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 and infrastructure
- Windows operating system patching and updates
- Basic security support
  - o router configuration changes
  - o management of antivirus and antimalware
  - o password strengthening
- Backup support (support of existing backup systems and replication)

## Excludes

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

### Project work such as

- o Installation of new Servers, workstations, desktops, and laptops
- 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.

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## **Rightsizing**

Each month we will review the number of “seats” in the organisation. The seats is a number intended to reflect the quantity of users/devices/accounts/subscriptions that the organisation supports on an ongoing basis. The seat count will be shown on your billing as the “Quantity.” The seat count may move up or down, depending on the support level being provided. Please note that while there is no limit on increases, decreases are strictly limited to 80% of the seats accepted on your original agreement or proposal.

## **Important Notes**

All equipment supplied under a Managed IT 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.