



your IT department
MSP BLUESHIFT
better service better experience better value

Managed IT Service Overview & Pricing

Contents

Your IT department overview.....	5
What all personnel experience.....	6
What's managed and supported for all personnel.....	7
How we get started.....	7
Service delivery guarantee.....	8
Service level guarantee examples.....	8
How we communicate.....	9
Engagement options.....	10
How to calculate your price.....	10
Membership pricing.....	11
Create your own quote in 3 simple steps.....	12
Membership term & pricing guarantee.....	12
Out of scope pricing.....	13
Onsite support information.....	13
Frequently asked questions.....	14
A few of our members.....	15
Notes.....	16

We believe we are **NOT** in the IT support business, we believe we are in the **HUMAN** support business.

Because your technology doesn't care if you can't deliver on a promise to your clients, however every human involved definitely does, and so do we.

So if you're the type of company that believes in providing your personnel with every opportunity to deliver on your promise, then we have the service for you.



Problem
Can't Work



Cause



Solution



Result
Working Again

We support humans, because your technology doesn't care if you can't deliver

WHAT KEY BUSINESS NEEDS CAN MSP BLUESHIFT MANAGED SERVICES ADDRESS?

IT Support and Maintenance



Melbourne based technical support for your entire IT environment

Cloud Backup & Business Continuity



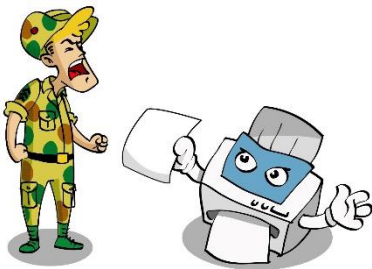
Fully automated on/off site backup and disaster recovery to our Australian based datacentre

Australian Cloud File Sharing



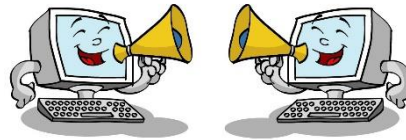
Providing anywhere, anytime on any device secure access to

Total Managed Print Solutions



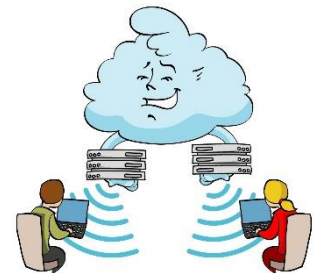
Providing comprehensive, cost effective managed print solutions customised for you

Communications Solutions



Access to the latest technology for voice and internet requirements

Infrastructure / Software as a Service



Let us provide your business with your own Australian based cloud environment

Information Technology Managed Service Provider



Your IT department overview

As your IT department the services we provide cover (4) sections as described below



General IT Support

This is direct technical assistance provided to any user to rectify an issue or facilitate a requirement, such as creating new user account or configuring email on new smartphone.

This support is provided either via phone, remote connection or on-site.

The purpose of this service to ensure that day to day every user can obtain fast, efficient technical assistance as and when required.



Pre-emptive Maintenance

These are services managed in the background in real-time across the entire IT environment to ensure systems and applications are keep up to date.

The purpose of these services is to identify issues before they affect the users and become work prohibitive and to ensure the environment is optimised.

These pre-emptive services include.

Proactive Desktop & Server Maintenance

Automated Fault Identification & Remediation

Software Updates & Patching

Data Backup Confirmation

System Optimisation

24/7 fault Monitoring and Alerting

Security Monitoring and Updates

Anti-Virus, Malware & Ransomware software provided



Strategy & Reporting

These are services provided to manage the current environment and plan for future requirements.

This includes a monthly report on the health of the network, number of calls logged, our performance against the guaranteed issue response and rectification within the SLA.

6 monthly IT reviews so that future requirements can be planned and budgeted for accordingly. Such as Hardware life-cycles and software licensing



Project Services

These are technical services provided to implement new or upgrade existing hardware or software applications.

An example of a common project is upgrading workstations and servers.

Or

Moving some traditional on premises service such as email to a cloud service such as Office 365.

What all personnel experience

24/7 Australian based Service Desk	Our service desk is based in Brunswick, Victoria; you have one number to call for all your IT requirements.
User support & maintenance for every device	We provide unlimited onsite, remote and phone support on every device from workstations to servers, smart phones to printers.
Vendor management	You don't need to spend your time chasing up your ISP or trying to get an update for your accounting package, we manage all of your vendors from issues to upgrades or updates, you simply call us.
24/7 Monitoring and maintenance	We identify issues and perform real time maintenance to ensure fewer issues and faster response times.
24/7 Automated Remediation	Our ITSM (Information Technology System Management) tool LabTech uses artificial intelligence and scripting to automatically rectify known issues and events logged by the network itself.
Security Software	All anti-virus, malware and spam licensing is included and managed automatically through our ITSM (Information Technology System Management) tool LabTech.
Benefit from first call fix (FCF)	Our goal is to respond immediately to user based requirements and fix them on the first call to the service desk. Our FCF rates averaged 82% in Q3 2015.
True IT management	Support and maintenance is only one function of a true IT Department. IT strategy, innovation, budgeting, asset management are also needed and provided.

What's managed and supported for all personnel

Your MSP Blueshift IT Department is responsible for supporting and managing every user, system and vendor across your entire ICT environment, including but not limited to the following:

Network Infrastructure		
Servers	Printers	UPS
Workstations (PC or Mac)	3G/4G Modems	Routers
Laptops (PC or Mac)	WiFi Access Points	Switches
Tablets (PC, Mac or Android)	Storage Devices	Firewalls
Terminals	Smartphones	Backup systems
Third Party Vendors		
Internet Service Provider	Communications Provider	Web hosting
Domain Hosting	Line of Business Application Providers	Accounting Software
Hosted Service Provides	CRM & ERP applications	Security
Strategy & Reporting		
Solution Design & Review	Budgeting	Asset Management
Monthly Performance Reporting	6 monthly performance and strategy planning reporting	Hardware / software advice and quotations RFQ / ROI creation / management

How we get started

Prior to service commencement, a comprehensive transition process is initiated to ensure that we capture the necessary technical and business operations of your business.

The process entails the following:

- ✓ Deployment of our ITSM (infrastructure technology systems management) tool, LabTech.
- ✓ Identify and record all of your business specific applications and vendor information.
- ✓ Introduction to your IT manager and service delivery team.

Upon completion of this process, we are ready to commence supporting your organisation. Over the next two to three weeks we will additionally:

- ✓ Complete the initial Audit Report, identifying any immediate business risks.
- ✓ Complete the initial 6 monthly strategic plan.

Service delivery guarantee



We guarantee our service delivery and report monthly on our performance. Should we fail to perform in any given month we will pay the following penalties:

- 1 miss = \$500.00 Discount
- 2 misses = Free support for the next month
- 3 misses = Free support for the next month + \$500 discount on support.

Response = An engineer will begin to work solely on the requirement, or will be dispatched if onsite is required within the guaranteed response time and remain working on the issue until completed.

Service level guarantee examples

At all times, our goal is to respond to and commencing working on every request as quickly as possible. As an organisation we strive to meet a "First Call Fix" rate of >75% (FCF means that when a someone calls the service desk to log a call for assistance on a work disruptive issue the technician commences working on the issue within that first call.)

Example	Maximum Response
Level 1 - "Urgent" - The business cannot operate. E.G. Server down, major application down impeding the work function of a number of users, Internet not available. Single user has no desktop functionality.	15 Minutes
Level 2 - "Pressing" - Impeded functionality however, the business or user can operate. E.G. Single user has restricted desktop functionality, printer not operating, failed backup, data restores.	1 Hour
Level 3 "Planned" - Events and minor faults. New project work, new installations, user account requests, moves or changes, minor non work impeding faults.	Acknowledged same business day. Work commences within three business days or as scheduled.
Service desk phone answering. 08:00 -17:30 business days only (for support call logging purposes).	< 3 Minutes (97% of calls)
After Hours Emergency Support	2 Hours

The above is simply a guide, at all times we will be directed by the user with the issue. For example: a single user may not have access to web browsing. However if that user is on a deadline to process the wages then the issue is level 2 but the impact on the company will be level 1 and therefore would be escalated.

Service	Description
Logging a Support Ticket	You have three options: phone, email or via the web portal
Incident Tracking & Management	Each incident entry logged are date and time stamped within ConnectWise and then in the case of personnel logging a call either via email or phone, they receive notification that the call has been logged via email.
Managing Logged Calls	<p>Each job ticket is tracked and responded to directly with the person who initiated the ticket.</p> <p>All work conducted is recorded within the specific ticket, updated accordingly and automatically emailed. The user can add information via email simply by replying to the email.</p> <p>Once the call is closed, a final email notification closing the job will be received by the initiator of the ticket.</p>
SMS Alert Groups	<p>In the event of a major outage of a server, application or communications device, we have the facility to create an SMS alert group.</p> <p>This group should consist of key personnel who will be initially informed and then regularly updated by SMS if there is a system wide outage during business hours.</p> <p>This ensures that all key personnel are aware of the issue and stops multiple personnel at various locations all having to log calls for the same issue.</p>
Remote Support Chat	<p>There is often the feeling of disconnect when engineers are performing remote support if they aren't on the phone with the end user.</p> <p>During these times, to make it as easy as possible for the user to interact with the engineer, rather than the user having to call the engineer back, we utilise a chat application, which allows either the user or the engineer to instigate a chat session and provide / request updates, changes or inform the user of their progress in real-time.</p>
Executive Reporting	Each month you will receive an executive summary report providing information on your network health, tickets logged, work conducted and our performance in meeting our service level guarantees
Emergency support	<p>Standard support hours are Monday to Friday 8:00am to 5:30pm local standard time.</p> <p>After hours support is available anytime by phoning the service desk.</p>

Engagement options

We offer two membership options, both provide unlimited access to all the same services and service levels, the difference between the two are explained in the following table:

Service	Description
IT Department Pro	100% all-inclusive fixed price, unlimited access, onsite, phone and remote. Support and management of all ITC related infrastructure and services.
IT Department Remote	As above excluding onsite support. Onsite support is charged at a single fee of \$200 per onsite visit.

How to calculate your price

Monthly pricing is calculated on either:

- ✓ The total number of full time personnel (users) within the organisation



Or

- ✓ The total number of devices being,



Servers



Workstations
(PC or Mac)



Notebook
(PC or Mac)

Whichever option is the most cost effective for your organisation.

We provide these two methods of costing because every company is different. Some companies will have 20 personnel who each have a desktop and a laptop so it's cheaper to calculate the price on a per user basis. If in the same scenario each user only had a desktop, then it's cheaper to calculate the pricing per device basis.

In each case, should the ratios change you are free to swap at any time.

Remember: Everything IT related, along with all personnel and third party vendors / applications within your organisations are supported on an unlimited basis. The device or user counts relate only to the method used to calculate the monthly fixed price.

Membership pricing

Membership	Fixed monthly Fee	Business Hours Onsite Attendance	After Hours Rate (Phone or Remote Assistance)	After Hours Rate (Onsite Assistance)
IT Department Pro Per User	\$122	No Additional Charge	No Additional Charge	No Additional Charge
Per Device	\$102			
Or				
IT Department Remote Per User	\$97	\$200 Flat Fee If Onsite Attendance is Required	\$100 Flat Fee If After Hours Remote Support is Provided	\$400 Flat Fee If After Hours Onsite Support is Provided
IT Department Remote Per device	\$78			

You have the option of upgrading IT Remote to 7 / 24 coverage which provides unlimited after hours remote support together with a reduction to the fixed call our fee for onsite after hours assistance.

Optional Extended Coverage 24/7 for IT Remote	Total User or Device Count	Business Hours Onsite Attendance	After Hours Rate (Phone or Remote Assistance)	After Hours Rate (Onsite Assistance)
IT Remote 24/7	Less than 50 = \$200 per month Greater than 50 = \$4.00 per user month	\$200 Flat Fee If Onsite Attendance is Required	No Additional Charge	\$200 Flat Fee If After Hours Onsite Support is Provided

All pricing is ex GST

Create your own quote in 3 simple steps

Step 1.

Count up how many Workstations (PC, Mac or Terminals), Laptops (PC or Mac) and Servers you have. These are referred to collectively as "Devices"

Now write answer in the boxes marked 1.A

Step 2.

Count how many full time uses you have and write the answer in the boxes marked 1.B

Step 3.

Now simply do the mathematics

1. A Total Devices Multiplied by: = this is the total monthly cost for **IT Department Pro.**

1. A Total Devices Multiplied by: = this is the total monthly cost for **IT Department Remote**

1. B Total Users Multiplied by: = this is the total monthly cost for **IT Department Pro.**

1. B Total Users Multiplied by: = this is the total monthly cost for **IT Department Remote**

The lowest calculation for your desired membership level is your 100% fixed price per month.

Membership term & pricing guarantee

All of our agreements are month by month; we're not interested in getting your business, we're interested in keeping it, and that isn't achieved by locking you into a fixed term agreement. For us, that's only achieved by continually providing great service, support & value.

We do however, appreciate that committing to a long term agreement does have its benefits for you, in relation to locking in your costs today for fixed period of time.

As such we provide a thirty six (36) month pricing guarantee that ensures you won't be subjected to any price increases for thirty six months.

Additionally, should our pricing reduce during this period we guarantee to reduce your pricing in line with any reduction.

Out of scope pricing

The only services that attract additional costs are project services, these relate to the installation of new or upgrading of existing hardware and software. Examples would be

- ✓ New desk/laptop installation / configuration
- ✓ Network upgrades (server, router, switch replacement)
- ✓ Installation of new software packages

All project work is based on a fixed price quotation prior to commencement of the project. Regular projects such as installing and configuring new lap/desktop are priced as follows

New Workstation / Laptop Installation Charges

The following fixed price charges apply for the installation and configuration of new workstations / laptops. This includes the installation of all required applications, email set up, account creation (if a new user), migration of any existing data or profile information local to the replacement computer.

New Workstation PC or Mac Installation & Configuration	
1	\$300
2	\$400
3	\$500
4	\$600
5	\$700

Onsite support information

The costs associated with onsite attendance is fixed at a flat rate of \$200 per visit.

The onsite attendance fee is only chargeable for technical support related attendance (i.e. support) or if a specific request is made by you for a technical service engineer to be onsite:

Some examples where onsite attendance would be required and chargeable:

- ✓ Internet service is down and we cannot provide required support remotely.
- ✓ Dead equipment where it will not respond such as a Switch, Server, Router or Wireless access point.
- ✓ Attendance in relation to third party equipment or applications - e.g. a new printer is being installed and the provider requires technical assistance to be onsite during their installation.

Instances where you do not pay the onsite attendance fee:

- ✓ Where support can be delivered remotely however for whatever reason we decide to perform that task onsite - e.g. connecting a new / replacement workstation to the network.
- ✓ Any attendance other than technical support - i.e. account management meetings, 6 monthly reviews, network or application design meetings.

In all instances where the onsite support fee is chargeable, the user will be informed and asked to authorise the attendance.

Frequently asked questions

Question	Answer
What is not included in the IT Department Pro membership?	Only project work. I.e. upgrading servers, workstations software applications etc. traditionally called project work. Everything else is included.
What's not included in IT department Remote?	Onsite support, Project work and afterhours support All of these service are provided on a fixed single price - there are no time based charges.
Why do you offer per device and per user pricing?	Traditionally pricing was only based on a per device basis, i.e. servers, PC's, and laptops. However increasingly these days' users have multiple devices which often means with the per device model you will paying twice for the same user.
If we reduce the number of users or devices does that automatically reduce the costs?	Yes, it will reduce the costs, we calculate this monthly so if numbers change up or down so will the monthly charges.
Can we change costing method if our circumstances change?	Yes, you are free to switch between per user and per device costings at any time.
What is the minimum contract term?	All of our agreements are month by month. We don't want you to stay because you are contractually bound; we want you to stay because we do a great job.
How do you ensure users don't get access to information they are authorised to view?	Any alteration to user access levels needs to be approved by their manager. This can be as simple as us requesting the user to CC their manager on the access level increase request asking the manager to authorise the change.
Where is your service desk located?	Our service desk is based in Brunswick, Victoria, all calls are managed from this location.
What happens if we have a problem with our accounting application or our phone system?	You log a call with us and we will contact the third party and manage the requirement through to rectification with the specific supplier on your behalf.
How do you calculate our per user price if we have part time personal?	We calculate the pricing on effective full Time personal. So if you had a two users that each work 2.5 days a week that would be 1 effective full time user.

A few of our members



SITE IMAGE
Landscape Architects



Certified Practising Accountants



Bayswater



The Australian Mines and Metals Association



