



NETWORK CARE PLANS

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correct
solutions

"The Smart IT Company"

WHAT IS NETWORK CARE?



Correct Solutions is a customer service organisation that's great at fixing IT problems. We, like you, are human so we do make mistakes however, what sets us apart is how we address these when they happen!

We know that a managed system is a healthy one. But what does "managed" really mean?

- Clients who move away from the traditional "break/fix" support model and take up our managed services, better known as Network Care Plans, find that they actually start utilising more of our services in a proactive way.
- They are no longer worried about getting charged for every niggly issue, as they understand the majority will be covered by their fixed monthly spend. Over time this has a huge impact on the health of their networks and more importantly, their staff productivity.
- Niggly issues are dealt with before they become major outages and staff are not continually frustrated by glitches. Servers are monitored and patched correctly. The majority of costs are fixed and managed. Systems are more secure. It's a roll on effect.

WHAT WE DO

Correct have a consistent approach to scheduled and proactive maintenance in areas such as:

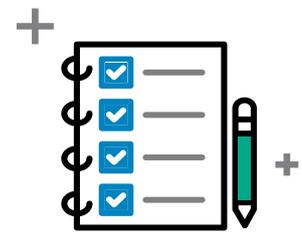
- **Spyware, malware and virus protection**
- **Disk drive analysis and usage**
- **Security patch management and daily server checks**
- **Backup and disaster recovery**
- **User policy enforcement**
- **High level IT budgeting and forecasting**

Our goal is to serve as your technology business partner, with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best course of action for your current and future needs.

On average, clients are saving over 40% in costs on a Network Care Plan compared to what they would pay us on a month to month basis for the same level of service.

PLAN

IT ALL BEGINS WITH DISCOVERY



Correct Solutions Network Discovery is available to any company looking to gain a professional assessment of their current IT environment.

If you are a new client, it is really important to us that you experience a smooth transition to our Services. It's in both our interests to ensure that we are given the opportunity to discover your network; its quirks and idiosyncrasies, its strengths and weaknesses. The Network Discovery is the first step in our approach to bringing you on board.

THE NETWORK DISCOVERY PROCESS

Includes investigation into configuration and performance in the following areas:

- Server(s)
- Storage capacity
- Email systems
- Backup systems
- Network equipment
- Anti-Virus
- UPS & Power
- Internet connectivity
- Intranet implementation
- Overall network environment; compatibility, functionality, maintenance and critical issues

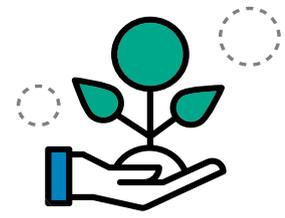
The detailed report following this Discovery will include the following:

- An overview and position statement of the current Infrastructure
- Observations of issues, concerns or inefficiencies of the current IT Infrastructure
- Short, medium and long term recommendations for clearing up any identified concerns based on our best practice methodologies

If you feel your network is not operating as efficiently as possible, the Correct Solutions Network Discovery process will provide a better overview of your current network and enable you to make some highly educated decisions.

GROW

DISCOVERY THAT LEADS TO CHANGE



During the Network Discovery and planning phase, we may come to the mutual conclusion that your systems are running in an optimum state and that no changes are necessary.

Chances are that you engaged with Correct to resolve a pain point or upgrade aging infrastructure. It may be that you've outgrown your existing IT support or you're planning to outsource your IT. Whatever the reason, what you want is a change and improvements in your current IT environment.

Our Discovery process is all about understanding what you want and need to change. Once this initial process is complete, Correct will sit with relevant parties within your business and run through the report in detail. The next phase may constitute some sort of IT project, whereby we coordinate the planning and execution of any network modifications.

The object of this approach is to transform your IT environment into a stable, optimised platform that can support and scale with your business needs. Once any changes or remedial activities have kicked off, the final phase of on-boarding can commence.

Correct Solutions can effectively enact true change in the business, through stabilisation and optimisation of the technology systems that support it, by:

- Making any changes or modifications that suit the business requirements
- Addressing any recommended remedial activities as per the Discovery process
- Selecting the appropriate level of Network Care Plan
- Initiating 24 x 7 monitoring and proactive maintenance for critical services
- Ensuring patch compliance and security in line with best practices
- Reviewing your IT strategy through IT Manager-as-a-Service and determine if it facilitates digital modernisation

“We work closely with our existing clients to exact their IT projects in a manner that is timely, efficient and rewarding...”

MANAGE

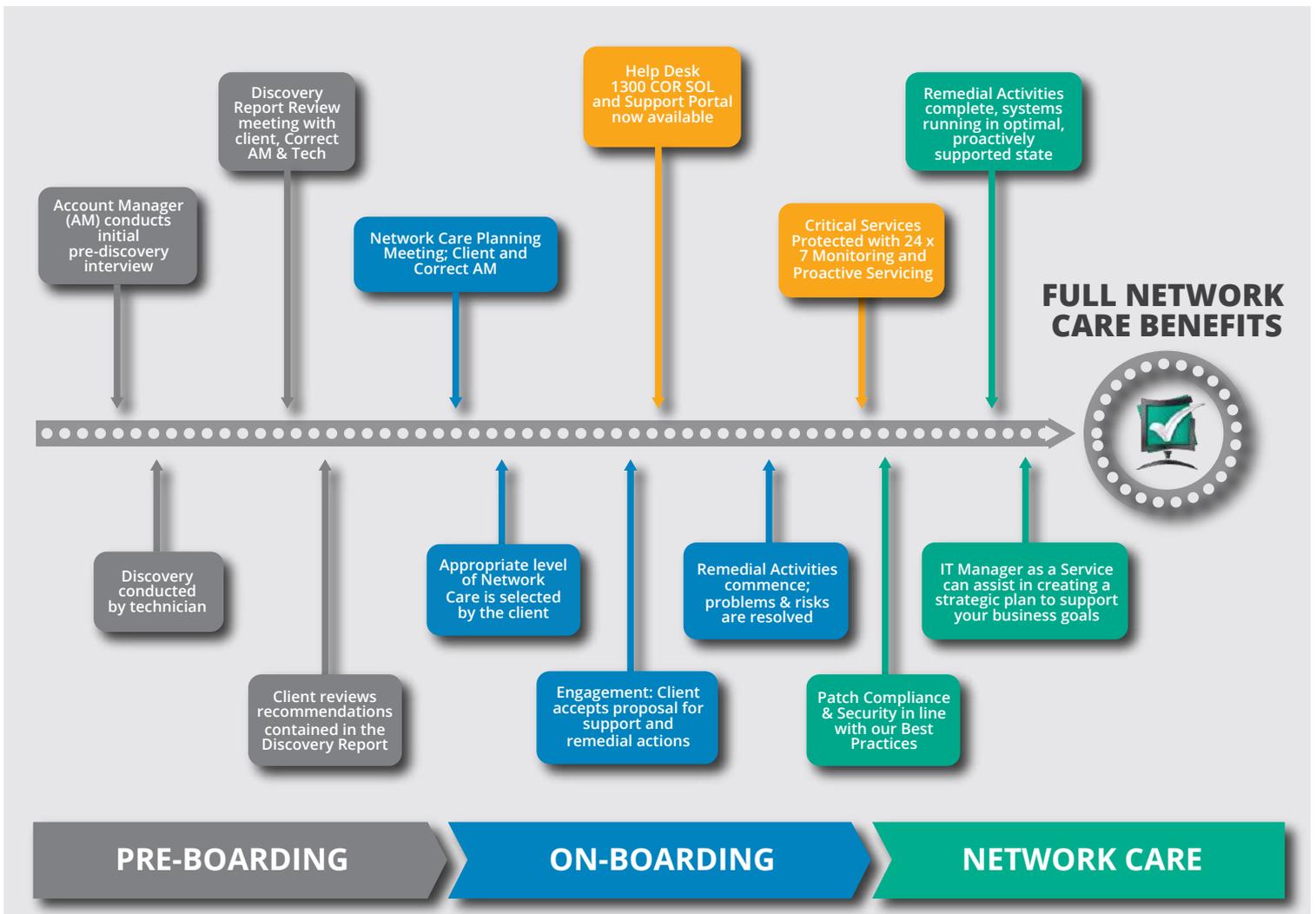
EFFECTIVE CHANGE MANAGEMENT



YOUR ONBOARDING JOURNEY

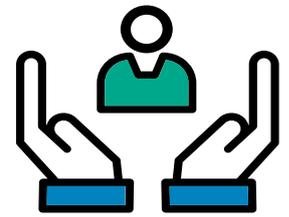
Change can often be one of the most daunting prospects for any business. Projects and change regarding the IT Infrastructure need to be managed in order to minimise the impact not just on the systems but more importantly on people and their productivity.

Correct Solutions' on-boarding process help transition you to our IT Services. Our end goal is to ensure that your systems are running in an optimal, proactively supported state and that your support requirements and Strategic IT Plans are reviewed on a regular basis, in line with your selected level of Network Care Plan.



SUPPORT

KEEPING USERS PRODUCTIVE



Correct Solutions' focus is to keep your systems operational and available so that you can focus your efforts on the demands of growing your business, managing costs and ultimately increasing profits. We want to help you realise the productivity gains and return on investment you have been expecting from your IT systems.

CORRECTAWARE

All-inclusive business support

The CorrectAware Network Care Plan, is our full service user focused offering that provides affordable and proactive technical support to your business while ensuring systems are running at their full potential. This plan has been designed as an all you can eat offering that provides an easily budgeted, monthly per user fee that provides all the service you want with no nasty billing related surprises.

CORRECTESSENTIAL

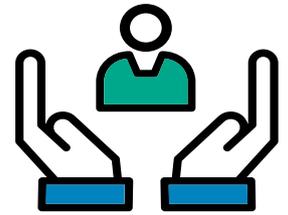
The basics - keeping you covered

The CorrectEssential Network Care Plan from Correct Solutions is, as the name suggests, all the essentials you need for proactive IT management and support to your business that is budget conscious while still ensuring systems are running at their full potential. This plan has been designed as an entry level offering that takes care of all the monitoring and updates you need to keep your business systems healthy. The plan comes with an allowance of time per month that enables you to retain control of your technology spend, without sacrificing on quality.

As always, Correct works with your key stakeholders to budget for IT projects such as new servers, workstation replacements and other technology improvements.

SUPPORT

KEEPING USERS PRODUCTIVE



COMPARE THE PLANS WE HAVE AVAILABLE:

CORRECTAWARE NETWORK CARE PLAN FEATURES

- Issue Response SLA - 2 hours for critical, 4 hours for non-critical
- Remote Monitoring and Management of Servers, Workstations and Network Devices
- Remote Support for all users
- On-site Support as required at listed offices under agreement
- Automated Patch Management, Manual as required
- Daily Backup Monitoring
- Monthly Backup Validation and Restore Testing
- Quarterly System Reporting
- Business Hours Support
- After Hours billable at applicable rates
- Includes licensing for up to 3 devices per user:
 - Anti-virus license per user
 - Anti-spam license per user
 - DNS Filtering license per user

CORRECTESSENTIAL NETWORK CARE PLAN FEATURES

- Issue Response SLA - 8 hours
- Remote Monitoring and Management of Servers, Workstations and Network Devices
- On-site and Remote Support for all users calculated at 30 minutes (pooled) per user per month
- Automated Patch Management
- Automated Backup Monitoring
- Business Hours Support
- After Hours billable at applicable rates
- Includes licensing for up to 1 device per user:
 - Anti-virus license per user
 - DNS Filtering license per user

Users are defined by any active, non-disabled account in Active Directory. The total user count will be reported and adjusted monthly.

NETWORK CARE PLANS

A SINGLE POINT OF CONTACT FOR ALL OF YOUR TECHNOLOGY NEEDS HELPING YOU COLLABORATE WITH OTHERS, STORE AND ACCESS IMPORTANT INFORMATION AND SERVE YOUR CUSTOMERS WITH EASE.



Budget accurately while maintaining cash-flow



Minimise the risk of interruptions and/or downtime



Operate efficiently with less issues occurring



Track performance through detailed, regular reports

