



## Network Server Agreement

### PROGRAM OVERVIEW

Network Server Agreement (NSA) increases productivity by minimizing file server failure. Costly business interruptions are often caused by unmanaged configuration changes, unpatched security vulnerabilities and overall hardware failure. The goal of the program is manage the following items.



### KEY BENEFITS

- One hour telephone response and remote remediation during normal business hours.
- On-site response for File Servers and critical software problems that stop business functions.
- Monthly System Health and Performance Reporting.
- Periodic On-Site Executive Review
- Problem resolution via remote access.

### MANAGED SERVICES PROGRAM INCLUDES:

- Remote monitoring of ports, services and processes
- Telephone Support and Remediation
- Windows Patch deployment
- Anti Virus Signature updating
- Drive Space Monitoring
- Predictive Hardware Pre-Failure
- Reporting and Escalation
- Event Log Analysis, and storage
- Online License Management
- User Account Administration
- Online Trouble Ticket Management

### ASSET DOCUMENTATION

- Configuration documents are kept electronically at AOS
- Server logs and engineer's notes maintained electronically
- Network topology information and TCP/IP configurations maintained in secure database

#### SLA Service Level Agreement

*two hour call back*

*four hour on-site*

*unlimited remote + on-site remediation*