MWA

Managed Workstation Agreement

PROGRAM OVERVIEW

MWA integrates remote monitoring, real-time alerting, Windows patch services, anti-virus management, software inventory and comprehensive reporting for a fixed monthly subscription. The goal of the program is to reduce complexity and increase productivity for PC or MAC users working locally or remote. The following essential IT services are automated and remotely managed by AOS:

- Operating System Patch Management
- Anti-Virus, Anti-Spyware and Rootkit Protection
- Proactive Windows Event Monitoring and Alerts
  - Predictive Hardware Pre-Failure Reporting
  - Drive Space, CPU, Process Monitoring
- Secure Remote Control / Remote Support
- Computer Audit and Discovery
  - Detailed Asset Reports
  - Installed Software and Patch Information
  - OS Info with Version Number and Service Pack Build
- Software Deployment and Systems Management
  - Fully Automated Deployment Services for all Microsoft Applications
  - Script adaptable capabilities for third party applications
- Network Policy Management
- Comprehensive Management Reporting
  - Monthly Health Summary
  - Inventory and Patch Summary provided on-demand

A Managed Workstation Agreement will increase efficiency and improve security and stability in your computing environment. Software agents are installed on the PC's and servers which securely send real time alerts along with asset and software inventory to be stored in an off-site database. This important data is made available to trained personnel as well as the client and presented through a web console that displays the sites and status of the operation.

MWA PREMIUM

The Premium package includes all the elements of the program inclusive of unlimited remote remediation and help desk services. Automated system alerts will pass through a triage process and personnel will be assigned to resolve technical issues. Issues requiring on-site escalation will be billed to customer's BTA (Block Time Agreement). Response time is four hour or better.

SLA Service Level Agreement
Un-limited remote remediation
Four hour response

MWA BASIC

The basic package provides patch management, secure remote control and alerting. All alerts requiring further investigation will be presented to client for authorization to commence remediation.

SLA Service Level Agreement
Remote remediation will be billed against MBT agreement

AOS
ADVANCED OFFICE SYSTEMS