NSA
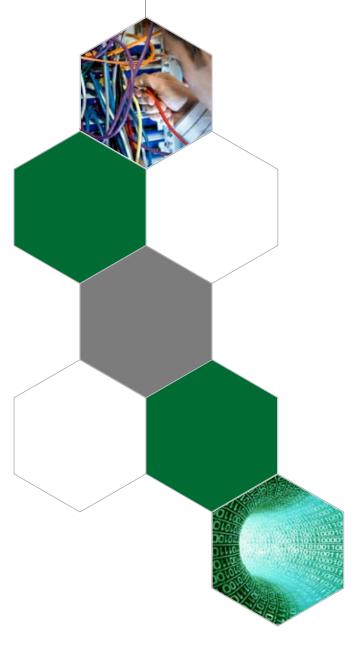
Network Server Agreement

PROGRAM OVERVIEW

Network Server Agreement (NSA) increases productivity by minimizing file server failure. Costly business interruptions are often caused by unmanaged configuration changes, un-patched 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

AOS
ADVANCED OFFICE SYSTEMS