

## Core Technical Support

Your Advantage 360 IT management plan includes remote support for everything listed below:

### **Core Network and Hardware Systems: *(physical devices)***

- Internet Gateway (cable or DSL modem provided by your internet service provider)
- Firewalls installed and managed by Advantage
- Network switches
- VPN connections on approved systems
- Access Points installed and managed by Advantage
- Network cabling and connectivity
- Servers, workstations, and laptop computers that are named on your A360 agreement and have monitoring tools deployed
- Monitors/TVs only being used as secondary display device (smart TV features excluded)
- Printers (Faxing Excluded)
- Scanners (network scanners or direct connected scanners only)

### **Core Server Systems: *(system updates and network services delivered from servers)***

- Windows patching and updates, services management
- Anti-virus, anti-malware, anti-spyware systems installed by Advantage Tech
- Utilization management (troubleshooting disk space, resource utilization, etc)
- File and print sharing (managing shared file and printer setup based on the server)
- Backups (local and cloud backups with monitoring and event management)
- Apps that have been designated via vendor management (see “vendor management” below)
- Server UPS systems
- User management
- Vendor systems support (software / accessories, see “vendor management” below)

### **Core Workstation Systems: *(apps and services installed on workstations)***

- Windows patching and updates, login / credential troubleshooting
- Anti-virus, anti-malware, anti-spyware systems installed by Advantage Tech
- Printer troubleshooting and management (faxing excluded)
- Functionality and update support for core business apps including:
  - Word / Excel / PowerPoint / Outlook / Skype for Business
  - Adobe Flash / Reader
  - Internet Explorer, Edge, Google Chrome, Firefox
- Vendor systems support (software / accessories, see “vendor management” below)

### **Core Cloud Services/Email Service: *(when included as an Advantage 360 enhancement)***

- Microsoft Office 365 / SecureDDS
- GoToMyPC Corporate Edition
- Dropbox for Business
- Vonage Business

## Vendor Management

In addition to your core technical support, you have the option to designate specific vendors to be included with your Advantage 360 agreement. With vendor management, we will provide you with **supplemental support** for the vendors provided support. It is important to note that you still need active support with the vendor, and they are the primary driver in resolving issues that are specific to their system

**Who to call:** If you're not sure, call us! We are here to help. If it is unclear what is causing the issue, we will start by troubleshooting the items that we control. The workstation, server, and network. If the issue is there, we will resolve it without even getting the vendor involved. If the issue is contained within the vendor system, we will get you in touch with that vendor and provide the troubleshooting steps that we have already taken.

**Vendor Management – Services:** For vendors providing services (think internet service), we will work to determine the cause of any technical issues, remediate anything on the local network side, and work with the vendor on your behalf to resolve any outages or service issues.

**Vendor Management – Systems:** We will troubleshoot the vendor program or device installed on servers and workstations to ensure core functionality. This means that it is installed properly, runs with normal parameters, can access the network and standard network devices. If we have determined that a technical issue is contained within that specific vendor system, we will turn over support to the vendor.

## Service – going beyond support

In this era when nearly everything is connected to IT, we want to be able to provide you with answers. If you need service, consulting, or training beyond what is included in the Core Technical Support and Vendor Management, we also offer a discount on hourly service to Advantage 360 clients. All service calls are billable at the reduced hourly rate in your agreement. This allows you to have access to engineers who can provide extended technical services, including:

**Add / Move / Change:** Your core support includes supporting the existing setup. If you're wanting to add / move / or change an item, we are happy to schedule a service call.

**Onsite Service:** Sometimes you just need an engineer onsite to look at a complicated issue or provide some one on one service. Our service team is happy to come to your office and assist.

**Extended Device Service:** We are routinely asked to provide technical service on all kinds of internet enabled devices. Sonos sound systems, thermostats, tablets and phones, smart TVs, entertainment consoles, Apple TV's, all of the devices in your office that go beyond standard business IT, but that are a critical component in today's working world. We are happy to help with any needs by scheduling a service call.

**Extended Program Service:** If you require support on programs or systems not included in the core support or vendor management, we can dedicate an engineer to work with you.

**Software Training and Customization:** Within our technical abilities, we can research and provide end user training and software customization as needed.