

SUMMARY OF SERVICES PROVIDED

Desktop

Desktop Included
Anti-Virus Software license for all PC's
Anti-Spyware License for all PC's
Automated managed distribution of monthly Windows updates
Unlimited Remote Support (No time limit)

Server

Automated managed distribution of monthly Windows updates
24x7 Monitor and Alert Notification of system failure
Anti-Virus Software license for all Servers
Anti-Spyware License for all Servers
Unlimited Remote Support (No time limit)

Network

MT Management Station
24x7 Monitor and Alert Notification of critical network components.
Unlimited remote Support (No time limit)

Phone

During Business Hours: 30 Minutes SLA
After Business Hours: 60 Minutes SLA
Average Response Time: 2-3 Minutes

- Please pay attention NOC/ Support hours as follow: 8-6 PM EST 7 days a week. Support request after and before business hours must receive as call to our main support line 877-821-8371 / +1-212-4700686 for international access, emails will be checked next business day. Please during holidays ONLY contact NOC for emergency matters, all other matters will be addressed next business day.
- BPSNA always has dedicated level 1 and 2 technical staff ready to assist you during business hours (8am to 6pm). After hours and weekends we have a primary and secondary technician on-call to address your needs.

SERVICE LEVEL AGREEMENT OF SERVICES

Phone SLA

Response Time

Unlimited Phone troubleshooting and call center support.
Next business day response time for onsite service
Average 2-3 minutes response time. 30 Minutes call back response for all troubleshooting issues
Call Center Hours 9:00 a.m. 5:00 p.m. EST

Desktop SLA

Response Time

Unlimited desktop troubleshooting and remote call center support
Next business day response time for onsite service
2 hour call back response for all troubleshooting issues
Call Center Hours 9:00 a.m. 5:00 p.m. EST

Proactive PC Maintenance

Security patch installation
Windows desktop updates
Spyware management
Antivirus management
Emergency virus or update service (respond to current threats)
Antivirus and Antispyware Licensing provided by Trend Micro

General PC Services

Support for Microsoft Windows operating system
Support for Standard MS Office product suite
Operating System configuration
End user account management
VPN end user support
Unlimited Onsite PC Support (+\$15 per pc)

Server SLA

Response Time

Unlimited troubleshooting and remote call center support
Next business day response time for onsite service
4 hour onsite response for system down emergency
2 hour call back response for all service issues Call Center Hours 9:00 a.m. 5:00 p.m. EST

Proactive Server Maintenance

Security patch installation and automated maintenance
Windows server updates and automated maintenance
Event log analysis
Spyware management

Antivirus management
Emergency virus or update service (respond to current threats)
Disk defrags and performance tuning
Maintain server documentation
Maintain recovery disks
Antivirus and Antispyware Licensing provided by Trend Micro
Annual compliance documentation support
Manage backups
Review daily backup alerts & logs

General Server Services

Support for Microsoft Windows operating system
Support for Standard MS Office product suite
Operating System configuration
End user account management
VPN end user support
Unlimited Onsite Server Support

Network SLA

Response Time

Unlimited troubleshooting and remote call center support
Next business day response time for onsite service
4 hour onsite response for system down emergency
2 hour call back response for all service issues
Call Center Hours 9:00 a.m. 5:00 p.m. EST

Proactive Network Maintenance

Firewall, Router and Switch operating system updates
Firewall, Router and Switch security updates
Firewall, Router and Switch event log analysis
Emergency virus or update service (respond to current threats)
Maintain backups of current configuration files
Maintain network documentation
VPN support and troubleshooting
MSP Management Server including A/V and A/S licensing
Annual compliance documentation support

Network Monitoring

Device License Agent Pack (50 Devices) (Disk Space, Processor, Memory, Connectivity)
MPLS, Firewall and Internet Connection License (locations)
Backup Success/Fail event notification

OVERALL DAY TO DAY MANAGEMENT

- Creating & adding new users to the network domain.
- Creating & managing windows remote desktop connections – VPN.
- Creating, Managing and Installing Outlook profiles to PC's.
- Managing Firewall – restricting & un-restricting internet access to certain users.
- Managing McAfee.
- Managing Antivirus & spyware programs
- Managing Windows Update & Update Errors on all PCs.
- Managing Daily server backups (30-45 day retention).
- Managing Wi-Fi (restricted vs network Wi-Fi).

COMMON TROUBLESHOOTING

- Outlook 2010, 2013, 2016 and Office 365 (slowness, misplaced folders, archiving, nk2 file issues, opening in safe mode)
- Large files blocking outbox.
- Virus Scans.
- Computer slowness.
- Email forwards to non-LBG email addresses.
- Printer offline/printer connectivity issues.
- General hardware advice/compatibility for new purchases.
- Windows Blue screen.
- Replacing users computer remotely - file backup and restoring on new computer we purchased.

Smart Help-we're always here for you

- BPSNA support is available 24/7. You can call us on the phone directly, email us or send a support request to the BPSNA Helpdesk. When you contact us, a helpdesk ticket is created, documented, and assigned a unique case number.
- BPSNA always has dedicated level 1 and 2 technical staff ready to assist you during business hours (8am to 6pm). After hours and weekends we have a primary and secondary technician on-call to address your needs.
- Our escalation procedures ensure a technician is always available to help. Helpdesk tickets are updated as work on the problem progresses so you can monitor the case status. Simply log on to a secure page to review progress, add comments and close a ticket. Each customer has a secure helpdesk logon that give them access to their support cases. The BPSNA techs working on your case are identified in the helpdesk case record, so you know who to contact for additional detailed information and progress.
- We're committed to helping you!
- BPSNA IT professionals committed to providing around the clock support to our customers. Our dedicated based support team has expertise in all software platforms including but not limited to:
 - Oracle
 - Cisco
 - Microsoft
 - Custom Platforms