

Service/Feature Matrix

First, pick a Service Level for the site. Second, pick a Platform on which to host the services.

This table provides a guide to the features that are included in the fixed fees, depending on the Service Level selected. Services are only included for the devices and users that you select to be included in the fixed fees. WATCH and RUN service levels are not recommended for locations without internal IT support.

Services marked with a "\$" are available outside of our fixed fees on a Time & Materials basis, as are most technical support services.

We have made every effort to provide a comprehensive guide to the services and features however there are many details we do not have space to include here, so please ask for clarification if you have any questions.

Service Levels	WATCH	RUN	MANAGE	HELP
Monitoring & Maintenance	J1	J2	J3	J4
Status monitoring	●	●	●	●
Email notification	●	●	●	●
Patch deployment for Windows (monthly)	●	●	●	●
Custom notification & escalation		●	●	●
Backup monitoring		●	●	●
Proactive performance management & tuning			●	●
Monthly Service & Inventory Reports	●	●	●	●
Support Services included in the fixed fees	WATCH	RUN	MANAGE	HELP
Remote remediation & technical support included			●	●
User account management (basic/myJustWorks)			●	●
Backup application licensing			●	●
Backup schedule management			●	●
Backup restores & data recovery			\$	●
Assigned Customer Engineer			●	●
End User HelpDesk. Unlimited during business hours phone/online, with SLA, 3rd party vendor support liaison				●
Labor Rates	WATCH	RUN	MANAGE	HELP
Discount % on out of contract labor rates	0	10%	20%	25% + 10 Hrs.
Web Services	WATCH	RUN	MANAGE	HELP
HelpDesk web access 7x24	●	●	●	●
Taskfire Taskfire Internal Customer HelpDesk	\$	\$	●	●
Internet domain name management & hosting (DNS)	\$	\$	\$	●

Platform Features	3rd Party	vmware [®] VIRTUALIZED	vmware [®] VIRTUALIZED
		V	CENTRAL
Antivirus & management tools	☑	☑	☑
Internet security & VPN direct connection to JustWorks	\$	☑	☑
Integrated security services for Email & Internet	\$	☑	☑
Windows Domain Controller & BaseWorks servers included		☑	☑
VMware Virtualized infrastructure		☑	☑
Software licensing for server operating systems (servers & users)		☑	☑
Integrated disaster recovery (1 business day)		☑	☑
Network & systems design built in		☑	☑
Hardware procurement, financing & refresh		☑	☑
Hardware management & maintenance		☑	☑
Customer Technology Manager & IT strategy reviews (quarterly)		☑	☑
Guaranteed Uptime 99% (JWV) - 100% (JWC)		☑	☑
Cloud infrastructure - SAS70 secure hosting, bandwidth and storage			☑
On site infrastructure - rack, power management and physical servers		☑	



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 Hosting Solutions
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