



IT Support Services and Maintenance Proposal Template for {Client}

{Document Creation Date} PREPARED BY {Your Company Name}

> {Your Company Phone}

{Billing Address}



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EXECUTIVE SUMMARY

We'd like to thank the {Client Name} for the opportunity to present our Strategic Technology Management and Support offering. We believe we can create an environment where technology underpins the business, enabling greater connection to systems, information, faster decisions and people.

Services Overview

- 7am to 7pm Unlimited Remote Helpdesk Services
- Keeping your people productive with their technology and your data available
- Systems and Network Administration
- Keeping the lights on, keeping the environment secure, and assessing the local and cloud environments against ever changing best practices
- Strategic IT Management
- Technology planning and business alignment through an agenda driven, annual and quarterly planning process
- Baseline Services to ensure consistent Security and
- Data protection
- Managed Antivirus and DNS Protection.
- Managed Firewall
- Managed Cloud based Business Continuity & Disaster Recovery solution



ABOUT {Your Company Name}

Introduction

{Your Company Name} welcomes this opportunity provided by the {Client Name} to propose a solution to your IT Support requirements.

We understand that you are seeking to achieve the following goals:

- Goal 1.
- Goal 2.
- Goal 3.

We believe that this proposal, including the Business Technology Review included with this response is closely aligned with your business requirements, as explained to us.

{Your Company Name} provides IT support and complete technology management for 100's of small and medium businesses in Geelong, Ballarat and Melbourne. {Your Company Name} uses rock-solid processes, discipline and a team with experience to make technology predictable, and keep you focused on what's important to you.

We attribute our success to our absolute dedication to the client and being, what we believe to be, the best governed and managed of any IT service provider in {Your Company Billing Address}



We define the 3 most significant

unique attributes of {Your Company Name} as:



Strategic Focus

We believe in Business before Technology. Our Client IT Managers work to deliver a rolling technology plan that underpins the client's business plans and helps drive their business goals.

Access to Real People

Even with a strategy in place technology can still be unpredictable, and when the priority is high, our phones are answered by qualified Engineers that can deliver help immediately.

Global Network with Local Focus

{Your Company Name} engages deeply with our key vendors like Microsoft, HP, Sophos and Datto. We travel worldwide to bring the best to our clients. We foster relationships with our industry peers to extend our knowledge and reach on a national and global scale. We use a set of core values to guide our actions and decisions as an organization, with all team members rewarded for, and held accountable to living our values in their daily work and at their Quarterly Conversations/Reviews:

- **Family** – We are all Family, Teammates, Clients & Suppliers
- **Ownership** – We finish what we start
- **Development** – We are always learning
- **Empathy** – We walk in our customer's shoes



{Your Company Name} have also taken the time to understand our business and offer innovative solutions to our IT needs.



Acme Corp, VP, IT Services.

CUSTOMER ENGAGEMENT

We have a well-defined client on-boarding and life-cycle management process that has been proven over almost 2 decades of service. By attempting to set expectations and stabilize both the environment and new relationships during the first 90 days after on-boarding, we can build the trust required to move into the Quarterly Change/Maintain cycle. Once strategic goals have been set for technology, we ensure that change is always followed by a period of maintenance to allow staff the chance to adopt the change and minimize pain.

This ties in with our Customer Engagement Process that ensures we start with and continue to educate in ways to maximize the value that can be achieved when working with us. Also, ensuring we continue to push continuous improvement through constant feedback from all supported users. Feedback that is used by {Your Company Name} Leadership to fuel continuous improvement and drive service excellence.



Service Inclusions

Our Strategic Technology Services Agreement includes Reactive, Proactive and Strategic Services, designed to meet the requirements of business from Incident Resolution through to IT Strategy. Our standard service offering includes all the foundations of strong Service Management:

- Helpdesk – driven to SLA, Continuous Customer Feedback, Documentation & Process focused.
- Systems Administration – Standards Focused, Change Managers, Best Practice Implementation.
- Client IT Management – Technology Roadmap development, IT Budget Support, as well as Antivirus and DNS Endpoint Protection

Service Levels & Metrics

The following metrics are tracked via our Reporting/BI system and delivered in a PDF/Digital Monthly Executive Summary report, or available 24x7 via our live online Helpdesk Dashboard.

- Net CSAT – Net Customer Satisfaction (Positives – Negatives / Total Responses)
- Same Day Resolution - % Tickets logged that are closed on the same Business Day
- Average time to Response – Average time to acknowledge an issue
- Average time to Resolve (P1/2) – The Average time to complete resolution of Priority 1 and 2 issues.

We use Impact and Urgency descriptions to determine Incident Priority with the User/Business, and work to the corresponding Response Targets and Resolution Goals.



IMPACT AND URGENCY DESCRIPTION

Impact		Urgency	
IT Incidents will be placed into High, Medium and Low impact categories. The key factor in measuring impact is the impact the Incident has on the business. Each Incident will be reviewed on a case by case basis with appropriate impact assessment and approval based on the following criteria.		IT Incidents will be placed into High, Medium and Low urgency categories. This influences the timeframe that is allowed to solve the problem. Each incident will be reviewed on a case by case basis with appropriate urgency assessment and approval based on the following criteria.	
High	Entire Business Single or Multiple Sites Multiple Groups of Users Entire Critical System or Business Process	High	Process or System Stopped (Outage) User(s) Cannot Work (Entire System or Network) Time Critical Incident
Medium	Non-Critical System or Process Single Group of Users VIP User	Medium	Process Affected (Not Stopped) User Cannot Use Certain Function Performance Related
Low	Single User (Not VIP) Query Change Request	Low	Process Not Affected System Not Affected Workaround Available



SERVICE FEATURES

Customer Support

At the core of what we do is Customer Service. Your staff need to be given systems that are secure, available and perform adequately (Utility), but when things don't go to plan, need fast access to a team that can get things back to work, systems back up and running, or compromises closed (Warranty).

All End Users/Staff of {Your Company Name} Clients can access our Helpdesk (staffed between 7am and 7pm, weekdays) via our Helpdesk App/Client Access Portal, email and via phone. We request the phone be used for Priority issues. Support Requests are worked on by SLA, Priority and Age. In that order. Escalation of Support Requests happen in 2 ways:

Functional Escalation:

After a Level 1/2 Engineer has spent a pre-determined amount of time on an incident, or recognized the task is outside their skillset, escalation to Level 2/3 occurs.

Hierarchical Escalation:

Should something fall outside our standard Impact & Urgency definitions, or questions or concerns about the Helpdesk Operation, our Service Desk Manager can be contacted. Your Client IT Manager is always there if a conversation is required.





Support Hours and AFTER-HOURS Response

Helpdesk Hours

Our Helpdesk is staffed for Level 1 Remote Support: 7am and 7pm Weekdays, excluding Vic Public Holidays.

Office Hours

Our offices are staffed for Level 2/3 Support, and all Project Management, Sales and Administrative services between:

8:30am and 5:30pm Weekdays, excluding Vic Public Holidays.

For Priority 1 Incidents outside of these normal hours:

- Call our normal office number 03 5222 6677 and follow the prompts.
- An automated, app-based escalation system is in place to ensure your message is responded to, not by a one-person mobile number, but a redundant escalation process that ensures a response from any one of multiple resources.
- Any work completed remotely outside of normal Helpdesk hours is charged at 1.5 times your Agreed Hourly Rate with a minimum of 1 Hour, and On-Site work completely outside normal Office hours, at a 2- hour minimum.



ADDITIVE SERVICES AND FEES

Our Managed Services agreement cover a huge amount of any business’ technology support, planning and management requirements. The things we don’t include are the things we are less likely to be able to control the need for or may not be required by all clients.

We therefore have, Support Add-Ons and Out of Scope Services. Support Add-Ons are additional services that may have 2 or all of a Product (once off) cost, Implementation cost (Project) and/or a Recurring cost. e.g. Cloud Based BCDR Solution.

Add-on services are made available should a need be discovered, raised as an option to the business to solve a problem or mitigate a risk, and require sign off. Out of Scope Services are for Moves, Adds and Changes that can usually be budgeted for by the business, but are outside of the control of {Your Company Name} e.g. Projects, Line of Business Application upgrades requiring pre and post implementation consulting and support, Installation of hardware like desktops, WAPs and printers. These costs are always quoted but are fixed to enable accurate forecasting by the Client.

Select one or more options from below
No products added
Select one or more options from below
No products added
Select one or more options from below
No products added
Select one or more options from below
No products added

Upfront	\$0.00
Tax	\$0.00
Total	\$0.00

ACCEPTANCE

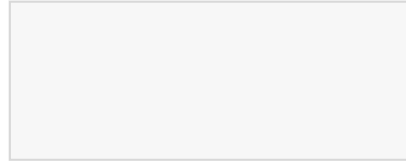
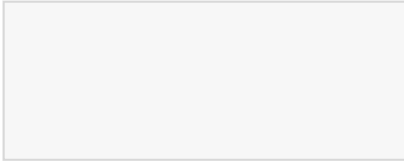
Terms and Conditions Payment Schedule Service Agreement payment process:

Our normal trading terms are:

- {Your Company Name} Services Support Agreements are paid monthly via Direct Debit.
- Monthly payments are debited on the fifteenth business day of the month for the number of Seats/Users under support on the last business day of the previous month.

{Your Company Name}, Service Provider

{Client Name}, Client



Tanuj Mitra

{Client Name}

{{Document.Owner.JobTitle}}

{{Client.Contact.1.JobTitle}}

{Document Creation Date}

{Document Creation Date}