



I.T. Assurance

Letting you do what you do best... run your business





For years, IT companies and their clients have been working against each other. Something breaks, the IT company comes out to fix it, followed by a big bill.

I.T. Assurance is designed to provide you with unlimited proactive support that not only keeps your network running effectively and efficiently, but it helps you reach your business goals. While you focus on your core business, Sirona Solutions will design and effectively manage your day-to-day IT needs along with providing strategic guidance to make sure you get the most from your IT investments.

Based on a flat monthly fee, our incentive is to keep your network running smoothly. Finally you can stop paying for downtime. Doesn't that make sense?



DESKTOP
MANAGEMENT

Preventative Maintenance, Asset Management & Desktop/Laptop Support

I.T. Assurance provides a complete solution for supporting and managing the overall health of each computer in your company. I.T. Assurance's support plans ensure that your computers are functioning properly, protected and secure against technology threats.



SERVER
MANAGEMENT

Preventative Maintenance, Asset Management & Support for Your Servers

I.T. Assurance has server management plans that include critical monitoring and maintenance required on a regular basis. Most plans include unlimited phone and remote support. For servers that require additional levels of support, quarterly on-site maintenance and unlimited on-site support is available.



NETWORK DEVICE
MANAGEMENT

Preventative Maintenance for Your Network Devices

Your computers and networks need regular care to perform at their optimal levels. As your IT manager, Sirona monitors your computers and network health on a daily basis. Having this information allows us to proactively maintain your system and provide strategic guidance before trouble starts.



I.T. Assurance Key Benefits

- Proactive Support
- Cost-Effective and Predictable IT Budgets
- Details Performance, Asset Inventory and End User Usage Reports
- 24/7 Server, Desktop & Network Monitoring
- Priority Status for Support & Projects
- Unlimited Access to Purchasing Support & 3rd Party Vendor Management



I.T. Assurance PC Management

I.T. Assurance provides complete solutions for supporting and managing the overall health of each computer in your company. The I.T. Assurance support plans ensure that your computers are functioning properly, protected and secure against technology threats and disasters. Computers are your tools to help you run more efficiently and I.T. Assurance ensures that this is possible around the clock.

I.T. Assurance offers PC management in three monthly plans that range from remote only support to full support, including on-site visits.

PC Management Prices monthly per computer	Basic	Professional	Premium
Support			
Working Hour Response Time ^	8 hr	6 hr	4 hr
Unlimited Phone & Remote Control Support ^	●	●	●
Operating System Support	●	●	●
Microsoft Office Support	●	●	●
3 rd Party Application Support ¹		●	●
Unlimited On-Site Support ^			●
Maintenance			
Asset Reporting	●	●	●
License Management	●	●	●
Desktop Optimisation & Management	●	●	●
Daily Spyware Prevention & Removal	●	●	●
Remote Worker Connectivity		●	●
Operating System Rebuild			●
New Desktop Installation ²			●
Security			
Daily Anti-Virus Software Updates & Management	●	●	●
Software Patch Management	●	●	●
Anti-Spyware Software	●	●	●
Anti-Virus Software ³			●

¹ Requires 3rd Party Support Contract

² When purchased from Sirona Solutions

³ Can be purchased under Basic and Professional

^ Support covered between 9am and 5pm, Mon – Fri excl Bank Holidays



I.T. Assurance Server Management

I.T. Assurance offers three Server Management plans that include critical monitoring and maintenance required on a regular basis. Our most common plans offer unlimited remote support. For servers that require more support, we have packages that include unlimited on-site support.

Server Management Prices monthly per server	Basic	Professional	Premium
Support			
Working Hour Response Time ^	6 hr	4 hr	2 hr
Unlimited Phone & Remote Control Support ^	●	●	●
Service Availability Monitoring	●	●	●
Exchange Maintenance & Administration		●	●
Unlimited On-Site Support ^			●
Maintenance			
Microsoft Patch Management	●	●	●
Event Log Monitoring	●	●	●
Log File Maintenance	●	●	●
Drive Space Monitoring	●	●	●
Printer Setting Management ¹	●	●	●
Security			
User Account Administration	●	●	●
File Sharing Permissions Administration	●	●	●
Security Administration	●	●	●
Daily Anti-Virus Software Updates & Management	●	●	●
Software Patch Management	●	●	●
Server Application Support			
Backup Monitoring & Administration	●	●	●
SQL Maintenance & Administration		●	●
Exchange Maintenance & Administration		●	●

¹ Laser & Multi-Function Printers only

^ Support covered between 9am and 5pm, Mon – Fri excl Bank Holidays



Network Management

Your computers and networks need regular care to perform at their optimal levels. As your IT manager, Sirona monitors your computers and network health on a daily basis. Having this information allows us to proactively maintain your system and provide strategic guidance before trouble starts.

Network Management⁺ Prices monthly per device

Services

ISP Management [^]	Included
3rd Party Vendor Management [^]	Included
Unlimited Purchasing Support	Included
Asset Lifecycle Management	Included
Asset Reporting	Included

Devices

Router Management	Info on Request
Switch Management	Info on Request
Managed Switch Management	Info on Request
Laser Printer Management	Info on Request
Multi Function Printer Management	Info on Request
Firewall Management*	Info on Request
Site-to-Site VPN Management	Info on Request

* Requires 3rd Party Support Contract

[^] Support covered between 9am and 5pm, Mon – Fri excl Bank Holidays

⁺ Onsite support included when bundled with IT Assurance Premium plans