

kinetics group

Making IT work for you



Kinetics KARE

"Having a secure, reliable network infrastructure is vitally important to us. I would have no hesitation in recommending Kinetics to anyone looking for an IT service/solution partner."

An IT partner, not provider. We look after your business IT so you don't have to. Our clients say 'Kinetics really care - and they won't stop until our problem is solved' - check our website for more stories like this one. As your business relies more and more on computers, you can rely on us to keep them at their best. We'll keep your systems moving and your people working.

Kinetics KARE is a range of plans designed to put you in control of your IT. No matter what your budget, we've got an option for you, from basic active monitoring and rapid response through to fixed monthly fees.

One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With Kinetics KARE, we can prevent many network failures from ever happening, ensuring the reliability of your critical IT assets.

We allow our customers to focus on their core business functions by taking the worry out of owning a computer network.

Do these issues plague your business?

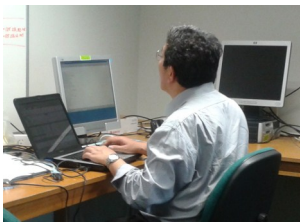
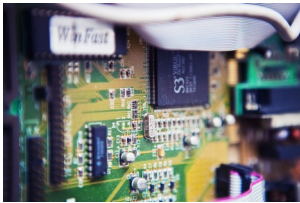
- **Lost Focus?**
- Do you need to focus on your business, not spend time on managing your IT systems?
- **Stuck in a break-fix nightmare?**
- You just need your IT to work. Kinetics will identify and address the root cause of system problems, not just the symptoms of downtime!
- **Bad timing?**
- Do server problems or IT outages always seem to happen at the most inopportune time?

Program Advantages:

- **Prevention of network problems and failures:** Through early detection of impending issues, we can work to resolve many issues before they can affect your network and your employees' productivity.
- **Faster issue resolution with full-time network monitoring:** With Kinetics KARE, we dramatically shorten the time from computer failure to issue resolution. Our technicians always know the health of your network.
- **A true IT partnership :** Be confident that a team of experienced, highly skilled IT professionals will manage and maintain your network.;



	Ready Reaction	Core Fundamentals	Total Kare
Objective	<p>Affordable option to proactively monitor your network, and offer rapid response when you need it</p> <p>Suits a customer who uses IT but doesn't rely on it for critical business processes. Typically seeking total control over costs with minimal monthly</p>	<p>Minimise risk while keeping monthly costs to a minimum with a package offering best practices assurance that your network is safe and up to date at all times.</p> <p>Designed for a customer for whom IT is important but just one of many competing priorities.</p>	<p>"Set and Forget" Confidence of best practice IT system care at a known monthly cost for total reassurance.</p> <p>Perfect for customers that need a fixed monthly cost with no surprises.</p>
Description	<p>Proactive system monitoring to predict and minimise issues for :</p> <ul style="list-style-type: none"> selected servers, email, database servers, PCs, firewall and website(s) <p>Monthly System health reporting Remote control support Quarterly review meeting Priority response and discounted hourly rates</p>	<p>Proactive system monitoring to predict and minimise issues for :</p> <ul style="list-style-type: none"> selected servers, email, database servers, PCs, firewall and website(s) <p>Risk assurance including : maintain backups on specified machines and adjust backup jobs as needed, ensuring your vital data is always safe maintain specified server and PC updates including Windows, Office and Antivirus database servers, ensuring your machines are safe from hackers and viruses</p> <p>Monthly System health reporting Remote control support Quarterly review meeting Priority response and</p>	<p>Complete Support for specified machines including:</p> <ul style="list-style-type: none"> selected servers, email, database servers, PCs, firewall and website(s) <p>Risk assurance of all Microsoft and Antivirus updates, backups, and device management</p> <p>Regular site visits and rapid remote support to address all maintenance and help issues</p> <p>Monthly System health reporting Remote control support Quarterly review meeting Priority response and discounted hourly rates</p> <p>It's everything EXCEPT:</p> <ul style="list-style-type: none"> After hours support New Projects and major upgrades
Requirements		<p>Software versions must be currently covered by manufacturer Antivirus, Backup and Firewall software under current software maintenance contracts with supplier</p>	<p>Machines must be covered by a current manufacturer's hardware warranty Software versions must be currently covered by manufacturer Antivirus, Backup and Firewall software under current software maintenance contracts with supplier</p>



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