



# IT WORKING. WITH KARE.

WE WILL SUPPORT YOUR IT, WHATEVER IT IS, WHEREVER IT IS.



## Less problems

IT THAT WORKS

Stuck in a break-fix nightmare? You just need your IT to work. You just need KARE.



## Stable systems

BECAUSE WE ARE PROACTIVE

We identify and address the root cause of system problems, not just the symptoms of downtime.



## No stress

BECAUSE YOUR SYSTEMS ARE STABLE

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



## Fixed cost

PLAN YOUR IT SPEND

Reliable IT systems at reliable cost. Enjoy more certainty on your IT spend using us as a Managed Service Partner.

**Microsoft Partner**

Gold Midmarket Solution Provider  
Gold Small and Midmarket Cloud Solutions



**Microsoft Partner**

2013 Partner of the Year Winner  
Small Business  
Worldwide Winner 2013

# KARE. OUR WAY.

DOING THINGS THE SAME WAY GIVES THE SAME RESULT.

There are a multitude of ways that your company technology can fail. This can cause productivity disruption and revenue loss as well as damage to your brand. Without the right tools and expertise, the tracking, monitoring and updating of your devices is a time consuming task. Kinetics KARE solves this problem. KARE offers the best IT support and active monitoring capabilities available with packages to give you the support you need at a monthly price you can afford.

### Any device, anywhere.

In the office or on the road, whether your business uses laptops, PC's or smart devices in a cloud, server or hybrid architecture, we KARE for them all.

### Administrator Monitoring Dashboard

Immediate incident detection through automatically generated notifications and alerts.

### Faster Problem Remediation

With advanced remote access technology we can securely connect to your machines and quickly resolve 90% of problems without needing site attendance.

### Network Monitoring

We constantly track the performance of your network – bandwidth, errors and other key indicators. This means action can be taken so that your team always experience a stable environment.

### Monthly Network Health Assessment

Comprehensive reporting for proactive planning and keeping us accountable to you.

### Quarterly Network Health Review

Dedicated time to review reports and issues that are important to the ongoing performance of your network. We translate technology into business terms, providing you with a comprehensive, forward looking 20 page report.

### Priority Response

Benefit from faster response benchmarks and your issues are escalated ahead of non-priority clients.

#### Overall Score

Asset Management	Current Score	Previous Score
Devices Under Management	95.74%	93.33%
Server and Network Warranty	28.57%	28.57%
Workstations, Laptops and Mobile Warranty	69.02%	62.00%
Security Monitoring	68.85%	56.25%
Address	9.02%	9.02%
Windows Patching	25.00%	25.00%
Hardware Firewall	42.86%	100.00%
Data Protection	84.85%	93.83%
Business Service Availability	88.85%	92.73%
Network Reliability	100.00%	100.00%
Performance	88.85%	100.00%
Workstations/Laptops	88.85%	100.00%
Total Summary	6.57%	3.02%

#### Asset Management

When devices are under management, they are being proactively monitored and managed on your behalf.

Device Classes	Managed	Added / Renewed	Score
EDI's Server	100% (11)		96%
Generic Workstation	100% (11)		
Other	100% (20)		
Printer	100% (11)		
Scale Laptop	100% (11)		
Switch/Router	100% (6)		Previous: 93%
Windows Laptop	80% (8/10)	+1	
Windows Server	100% (18/18)	-1	
Windows Workstation	100% (98)	-1	
Total	96% (454/47)	+3	

#### Server and Network Warranty

Coverage of mission critical devices such as servers, switches and routers can seriously affect business. It's important to keep these warranties up-to-date.

Warranty Status	Percentage	Score
Devices with valid warranties (90+ days until expiry)	29% (2/7)	29%
Devices with warranties that will expire soon (within 90 days)	0% (0/1)	
Devices with expired warranties	71% (5/7)	
Total	29% (2/7)	Previous: 29%

Session Type	Count	Percentage
Attempted Remote Control Sessions on Unmanaged Device	0	0.00%
Remote Control Sessions on Managed Device	251	100.00%
Total	251	

#### Details

##### Network Hardware Inventory

Device Class	Device Name	OS and Service Pack	Last Logged In User	RAM (MB)	Total Disk (GB)
EDI's Server	EDI's Server	Windows Server 8.0.2 (64-bit) (1000)		32768	0
Generic Workstation	Sales-Engineers-Access-back	Mac OS X version 10.8 - 64-bit		4096	
Other	Goal.com Website				
Printer	GoalP M40 10-112 - Alan				
Printer	HP LaserJet P1505n	HP ETHERNET MULTI-ENVIRONMENT FIRM new HP ETHERNET J6107 EPROM V.37 (11/04/04 04/17/2009)			
Scale Linux	mail.delivery.com				
Switch/Router	external interface				
Switch/Router	ethernet-procure	HP J483A ProCurve Switch 2524 rev.04 (J48, ROM F 01.01 (hardware/04/04/09))			
Switch/Router	outside interface				
Switch/WALL	PRO 2040	SecureWALL PRO 2040 Standard (SecureOS Standard 3.1.3264)			
Windows Laptop	Blair's Laptop	7 Enterprise SP1	NABLE\Blair	8144	298
Windows Laptop	Colin's 91010112 - Jean-Pierre's Laptop	7 Enterprise SP1	NABLE\Jean-Pierre	8144	298
Windows Laptop	Shawn's Laptop	7 Professional SP1	NABLE\Shawn	8144	298
Windows Laptop	macintosh7	7 Enterprise SP1	NABLE\macintosh	8192	1192
Windows Laptop	Shawn's Laptop	8 Enterprise	NABLE\Shawn	8144	298
Windows Laptop	imac007	7 Enterprise SP1	NABLE\imac007	8192	298
Windows Laptop	Blair007	7 Enterprise SP1	NABLE\Blair	8192	233
Windows Server	RM1 - SEL - Backup Console - TCO installed	Server 2003, Standard SP2	NABLE\SEL	2048	50
Windows Server	T-SELAB UC - SR03008	Server 2008 Standard FE SP2	SEL\Abas	4096	100

#### Network Reliability

Uptime of business resources translates into lost revenue or productivity. Uptime of business resources should be as close to 100% as possible.

Device Class	Availability	Score
Switch/Router	98.67%	93%
Windows Server	96.19%	
Overall Availability	93.45%	

Previous: 94%

#### Performance

##### Servers

Servers reaching or exceeding capacity slow down, create service issues, and ultimately result in a less productive work force. You can assess the future need for server upgrades by following details of their performance over time.

Status	Percentage	Score
Servers with capacity	80% (2/14)	93%
Servers reaching capacity	0% (0/14)	
Servers exceeding capacity	14% (2/14)	

Previous: 93%

#### Workstations/Laptops

Workstations reaching or exceeding capacity slow down, create service issues, and ultimately result in a less productive work force. You can assess the future need for workstation upgrades by following details of their performance over time.

Status	Percentage	Score
Workstations/Laptops with capacity	100% (1/5)	100%
Workstations/Laptops reaching capacity	0% (0/5)	
Workstations/Laptops exceeding capacity	0% (0/5)	

Previous: 80%

#### Ticket Summary

Open tickets are unresolved problems creating inefficiencies in your business. It is important to ensuring that tickets are closed in a timely manner.

Ticket Status	Count	Score
Total closed during report period	113	7%
Total opened during report period	1409	
Remaining open tickets (as of 1/23/2013)	1314	

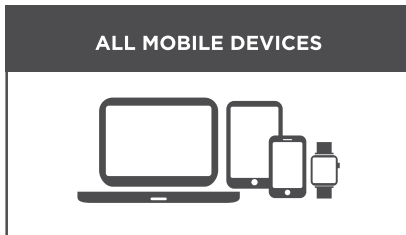
Previous: 6%

## KARE FOR MOBILE

SECURE, PROTECT AND MANAGE

ANY MOBILE DEVICE, ANYWHERE, ON ANY PLATFORM

We worry, so you don't. Kare for Mobile is much more than clever software that controls your mobile devices. It includes ongoing management of your devices - ensuring anti-virus is in place, making sure backups of all data is occurring and providing all the help and support you need as quick as you can say "call Kinetics" into your smartphone.



### Remote management and control

BE IN CONTROL

See an overview of all your devices and where they are. Full asset register with integrated reporting on devices. Enable 'Bring Your Own Devices' yet retain full control.



### Secure and protect your data

BE SAFE AND SECURE

Remotely wipe lost/stolen devices to remove sensitive company data. Push applications and anti virus to your mobiles. Back up data remotely to ensure control.



### Maintain your entire system with ease

BE EFFICIENT

Reduce the cost and complexity of deployments. Manage applications and compliance. Push company settings (email, Wi-fi and VPN) with company policies (3G, roaming, hotspot).

## KARE FOR CLOUDS

PROTECTION WHEN CLOUDS BURST

**Even when you are in the cloud, you still need IT help. With Kare for Clouds you can mitigate the downside of using cloud providers.**

- Longer backup retention, rapid granular restores
- Non-destructive SharePoint restores
- Improved backup for Microsoft, Google Apps, Box, Salesforce, etc
- License optimisation
- Advice on the best cloud options and how best to take advantage of them
- Usage reporting that's designed with you in mind

Every business takes steps to ensure their valuable, business critical information is backed up. This ensures your business isn't at the mercy of a single failure point.

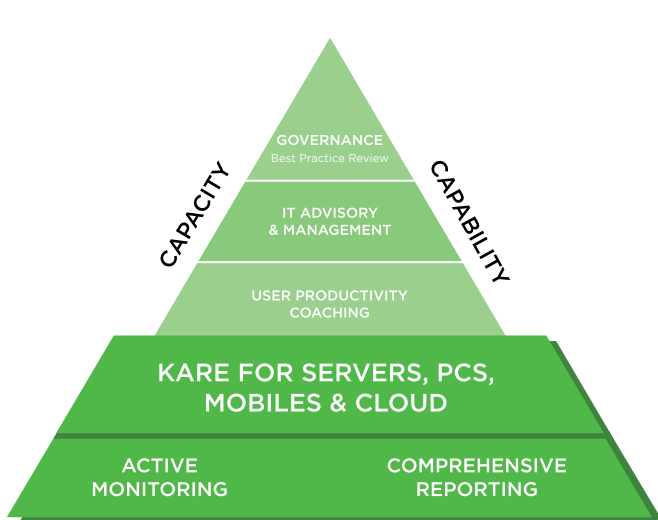
Backing up information stored in a cloud service with a third party ensures you aren't subject to a single failure point. It also means that you have greater control over your data - you have it, rather than simply access to it through that particular provider.

# FLEXIBILITY. FOR YOU.

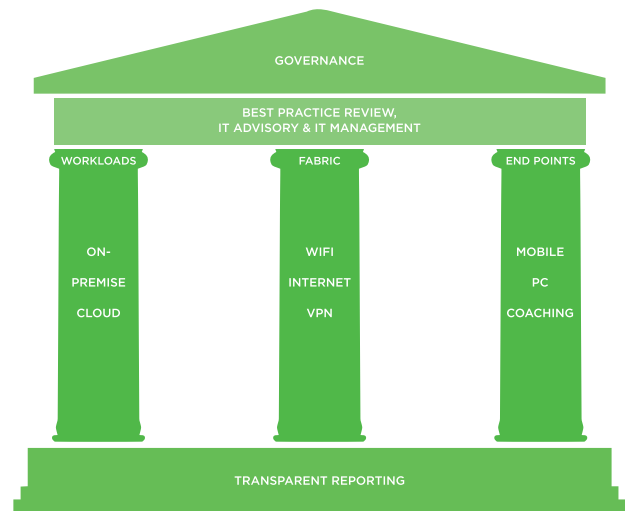
## CHOOSE A PLAN THAT SUITS YOUR BUSINESS

Kinetics are an IT partner, not simply an IT provider. As your business relies more and more on IT you can rely on us to keep it at its best, so you can focus on what you do best. As winner of Microsoft's 2013 worldwide small business partner of the year award, we are delighted to be able to provide you with "world-class service" right here in New Zealand.

	READY REACTION	CORE FUNDAMENTALS	TOTAL KARE	KARE FOR MOBILE	KARE FOR CLOUDS
Secure remote support on demand	✓	✓	✓	✓	✓
Monthly Asset Reporting	✓	✓	✓	✓	✓
Antivirus license included!!	✓	✓	✓	✓	✓
Discounted hourly rates	✓	✓	No hourly rates, except major upgrades	Requires TOTAL KARE	Requires TOTAL KARE
Real-time issue alerting	✓	✓	✓	✓	✓
Advanced monthly reports	✓	✓	✓	✓	✓
Quarterly tech briefing	✗	✓	✓	✓	✓
Managed anti-virus	✗	✓	✓	✓	✓
Managed Windows & Office Updates	✗	✓	✓	✓	✓



RELIABILITY



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Gold Small and Midmarket Cloud Solutions



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LEARNING PARTNER OF THE YEAR  
KINETICS

