



JGB Managed Services Platform

	JGB Monitor	JGB Maintain	JGB Network Management Suite *1	
	Bronze	Silver	Gold	Platinum
Cost per seat per month	PC \$9 / Server \$49	PC \$14 / Server \$99	PC \$29 / Server \$149	PC \$49 / Server \$299
Remote Monitoring and Management Platform	x	x	x	x
Automated reporting	x	x	x	x
Professional Services at reduced rates		x	x	x
Notification of change on server platforms		x	x	x
Workstation performance optimisation		x	x	x
Software updates, patches and service packs for core apps *2		x	x	x
Daily anti-virus definition update verification		x	x	x
Regular network anti-virus scans		x	x	x
Daily backup verification and recovery as required		x	x	x
Guaranteed response time (SLA Agreement)		x	x	x
24x7 Server monitoring		x	x	x
No call out charge			x	x
24x7 Server monitoring and notification			x	x
Remote support			x	x
Remote user assistance : "How do I ?"			x	x
Remote installation of deployed software			x	x
On-site support				x
Restoration from disaster				x
No after hours penalty rates *3				x
Remote/On-site support included per month *4	N/A	N/A	15min per PC	30min per PC
Remote/On-site support included per month *4	N/A	N/A	45min per Server	1.5h per Server
Guaranteed on-site response time (SLA Agreement)	N/A	NBD	4 Hours	2 Hours
Standard support hours	8x5	8x5	24x7	24x7
Professional Services discount	N/A	10%	20%	30%

*1 - Eligibility for JGB Network Management Suite dependent on minimum network specification

*2 - Core applications definition is Operating System and associated Microsoft Applications

*3 - No after hours penalty rates are limited to unplanned emergency on-site response only

*4- Unused support time is not accumulative and expires at the end of each calendar month