

Service Level Overview



Introduction

Torus Business Group's MSP program, N-Compass, includes a wide range of services, from remote network monitoring, to supplemental support, to full outsourcing plans. From our Network Optimization Center (NOC) we offer you the peace of mind that your network is being proactively monitored and maintained 24x7. We define our working relationship through a service level agreement (SLA) to ensure we understand and exceed your business expectations. The following is an overview of the various IT support packages available.

Our MSP Solution Offerings

Standard

Our Standard package provides businesses of all sizes with the peace of mind of 24x7 network monitoring at a fraction of the cost of most enterprise-class solutions. N-Compass is a Web-based application, built around N-Able Technology's N-Central product that monitors the availability of devices and applications and notifies via e-mail or pager in the event of failed key network elements, such as switches, servers, routers along with other mission critical devices and applications. In addition, N-Compass provides detailed performance reporting for capacity planning and predictive analysis, including role-based views for both business and technical users alike.

Services include: (As described in the definitions section of this document)

- 24x7 remote network monitoring
- Torus Business Group technical support

Premium

Our Premium and Premium Plus packages include network support in addition to monitoring. Our Premium Plus support package is for those companies that require supplemental support of their IT infrastructure. Premium support package is for companies that prefer a proactive incident-based outsourcing arrangement. If N-Compass detects a network problem or failure, under:

Premium – One of our Systems Analysts will immediately attempt to determine the source by securely logging into your network to quickly resolve the issue. If the issue cannot be resolved remotely, we will escalate by contacting your vendor, service provider or dispatch one of our Systems Analysts, as appropriate.

Premium Plus – We will notify your IT manager to resolve the problem and be on standby, monitoring the issue until resolution, or act as a point of escalation if required. Where appropriate, based on a service level agreement, we will securely log into your network to quickly resolve the issue. If the issue cannot be resolved remotely, we will dispatch a Systems Analyst, as required.

Services include: (As described in the definitions section of this document)

- 24x7 remote network monitoring
- Torus Business Group technical support
- Telephone and e-mail support
- Systems Analyst available 24x7 for notifications and escalation



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www.Torusgroup.com

Service Level Overview



- Remote troubleshooting
- Escalation within 1.5 hours of detection
- Incident-based onsite support
- Emergency support

Premium Plus

In addition to the benefits of the Premium package, the Premium Plus service package includes scheduled onsite support for your network. Based on your organization's requirements, a Systems Analyst will be onsite at your location for a predetermined number of hours per week. We also will provide professional services such as capacity planning, growth planning, backup procedures, and hardware/software integration.

Services include: (As described in the definitions section of this document)

- 24x7 remote network monitoring
- Torus Business Group technical support
- Telephone and e-mail support
- Systems Analyst available 24x7 for notifications and escalation
- Remote troubleshooting
- Escalation within 1.5 hours of detection
- Scheduled onsite support
- Emergency support
- Network/ITSM assessment

Managed

Our user-based Managed service package is designed specifically for those organizations that want to pay one monthly price for IT service and support with no surprises. Your IT infrastructure will be monitored 24x7 from our NOC to ensure your business critical devices and applications are operating properly. In addition, all support will be dispatched as required including emergency support, which may also be included in the monthly fee. A service level agreement is required for all these engagements, which clearly outline service requirements and business expectations.

Services include: (As described in the definitions section of this document)

- 24x7 remote network monitoring
- Torus Business Group technical support
- Telephone and e-mail support
- Systems Analyst available 24x7 for notifications
- Remote troubleshooting
- Escalation within 1.5 hours of detection
- Onsite support
- Emergency support
- Network/ITSM assessment (mandatory)

Service Level Overview



Definitions

Business Hours	Monday through Friday from 08:30AM – 05:00PM MST
SLA	Service Level Agreement is defined as the percentage achievement of resolution at the standard service level.
Standard SLA	80% experience rating
24x7	24 represents the number of hours, 7 represents the number of days.
Incident	The time when our NOC or helpdesk receives an inbound telephone, page or e-mail support call from the client, or a notification from N-Compass.
Escalation	Our Premium, Premium Plus and Managed service packages include escalation action in the event that an imminent failure cannot be resolved remotely within 1.5 hours of detection. A Systems Analyst will escalate the issue by contacting the appropriate IT vendor, service provider, internal IT staff or dispatch professional services to ensure quick resolution of the problem.
Telephone Support	Our helpdesk can be contacted by dialing (602) 274-5096 and is available during regular business hours with a four (4) business hour response time.
E-mail Support	Provided through support@TorusGroup.com and available from regular business hours with one business day response time.
Onsite Support	Our Systems Analysts provide full onsite support ranging from general maintenance, software, and network administration, to full product installations. A minimum two (2) hour charge applies to all dispatched onsite support calls unless otherwise specified in the service contract.
Scheduled Onsite Support	Our scheduled onsite support service is available from 08:30AM – 05:00PM EST (Monday to Friday) with two business days notice or as defined in the service contract.
Emergency Support	Emergency services are available through e-mail, telephone and onsite support. These services are available both during and outside of normal business hours as defined in the service contract with four (4) business hours response time and at the rate mutually agreed in said contract. A minimum two (2) hour charge applies to all dispatched emergency support calls unless otherwise specified in the service contract.
Remote Troubleshooting	With the help of N-Compass, our Systems Analyst will securely log into the client's network to determine the source of the problem. In addition, the Systems Analyst will remotely administer applications, operating systems, software and server reboots for Linux, Windows NT, Windows 2000, Novell, and Unix. The client must provide a Telnet, SSH or RAS connection in order to provide this service.
Torus Business Group Technical Support	Outlined in the Torus Business Group End User License Agreement, technical support is provided for advice and assistance on the installation, operation and use of the software.

Service Level Overview



Prepaid Emergency Support Packages

Our Premium, Premium Plus and Managed service packages also includes an additional after hours prepaid emergency support option (Telephone & E-mail support) to ensure your critical business network infrastructure is supported 24x7. Support packages are only valid during the service contract period.

Time In Hours	Coverage Time	Response Time	Price
10 Hours	After business hours & weekends	4 Hours	Call

Professional Services

Our Systems Analysts are also available for clients under service contract to perform onsite hardware and software maintenance, network administration, and other professional consulting services.

Geographical Range

- Within 50 mile radius from our head office (downtown Phoenix) unless otherwise specified in the service contract.

Labor Rates

- Hourly – Beginning with a two-hour minimum for the first hour and then 15-minute increments unless otherwise specified in the service contract.
- Half day – Four business hours.
- Daily – 08:30AM - 05:00PM including a one-hour lunch break and two 15-minute breaks.

Contract vs. Non-Contract Support Rules and Rates

Category Of Labour	Contract Response Time	Non-Contract Response Time	Contract Rate	Non-Contract Rate
Professional Services	4 hours	Based on availability	Call	Call
Emergency Support – Business hours	4 hours	Based on availability	Call	Call
Emergency Support – After hours	4 hours	Based on availability	Call	Call

- Systems Analysts who are required on Statutory Holidays will be billed at 2.5 times the regular rate.
- All Non-Contract services must be supported by a credit card or a one-time purchase order.
- Pre-approved travel, accommodation and meals for Systems Analysts will be expensed and billed directly to the client for services delivered outside of the geographical range