SASKTEL MANAGED IT SERVICES

PACKAGES AND FEATURES

Managed IT Services (MITS) are available for your:

- **Network devices**: Routers, switches, firewalls, Wireless Local Area Network (WLAN) controllers, Wi-Fi access points, and Wide Area Network (WAN) accelerators
- **Infrastructure**: Physical and virtual servers and storage devices
- **Telephony equipment**: PBX and desk phones

Choose the package you need for the various network and infrastructure components of your IT environment.

FEATURE	REMOTE	ON-SITE	MONITORING	MANAGED
OS patches and updates as per vendor (if applicable)	✓	✓	-	✓
Target response and resolution times	✓	✓	-	✓
Report incidents and review status online	✓	✓	-	✓
Remote access into network for troubleshooting	✓	✓	-	✓
Replacement parts and material for Cisco	✓	✓	-	✓
Replacement parts and material for Mitel	-	✓	-	✓
Labour included	-	✓	-	✓
Configuration backup	✓	✓	-	✓
Asset inventory	-	-	✓	✓
Online portal access with real-time dashboard, device data, reports, issue tracking, and service request submissions	-	-	✓	✓
Proactive monitoring, alarming, data collection, and email notification 24/7	-	-	✓	✓
Email notification of critical events and incidents	-	-	✓	✓
Service Level Agreement (SLA) / Service Level Objective (SLO)	SLO	SLO	-	SLA
Monitoring	Add-on	Add-on	✓	✓
Manufacturer Maintenance contract required	✓	✓	-	✓
Non-contracted ad-hoc support	$	$	$	$
Professional Services not covered in MITS package	$	$	$	$
Custom reporting or meetings not covered in MITS package	-	-	$	$

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MONITORING ADD-ON

Available as a stand-alone service, or as an add-on to MITS Remote or MITS On-Site.

- Proactive monitoring, alarming, and data collection 24/7
- Email notifications of critical events and incidents managed by SaskTel
- Monitoring Centre:
    - Real-time dashboards, reports, device data
    - Track hardware and manufacturer contracts
    - Report and track issues
    - Submit and track service requests

MANUFACTURER MAINTENANCE INCLUDES

- Access to the manufacturer's Technical Assistance Centre (TAC)
- Support level options (for example, 8x5 or 7x24 coverage)
- Access to operating system updates and patches as required
- Ability to keep up to date on latest supported software notifications
- Optional hardware replacement

Let's start a conversation.

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