# Prepaid Support Services

With a Meridian IT prepaid support service, you get peace of mind and reassurance knowing that you have access to our certified technical staff, as and when you need them. A flexible and easy service that allows you to draw upon our technical expertise, but more importantly, it is quick and easy to sign up, so you have the ability to leverage our resources now.

## Prepaid Overview

Prepaid block of support hours for a flexible pay-as-you-go service

You simply purchase a prepaid block of hours in any of the various blocks of 25, 50, or 100 hours, which will give you access to our service desk and certified technical staff and provides a good platform for you to test our services. There are no lock-in contracts, and validity on the block of hours purchased is 12 months.

**With Meridian IT's Prepaid Service, you can mix and match any of the activities below:**

- Leverage our Service Desk
- Onsite Desktop Support
- Remote Desktop Support
- Onsite Server Support
- Remote Server Support
- Virtualisation Health Checks

- Storage Health Checks
- Virtualisation Break-Fix Support
- Storage Break-Fix Support
- Regular Firmware Checks and Patching
- Server OS Patching

- Backup Monitoring and Remediation
- Regular Server Health Checks
- General Ad-Hoc Support Services
- Capacity Planning
- Small Projects (No Fixed Rate/ Scope)

With our flexible prepaid service, you have the ability to use our technical resources for a number of activities, whether they are for one-off IT support services, ongoing regular activities, or simply to "tap" into our technical consultants for design and architecture. The choice of how you want to engage our services is in your hands.

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# Benefits of recurring services using our prepaid support hours

## Backup Monitoring

Backups are core to every business. Let our service desk monitor and manage your backups through active review of automated emails to our service desk. This will allow for our team to ensure that failed backups are detected promptly, and remediated in a timely manner.

## Regular Server Patching

Meridian IT will perform regular patch events on your infrastructure, based on a regular schedule defined by you. We will contact you prior to any patch event to confirm we are able to proceed, and confirm systems availability post event. The standard charges are for business hours; if you require this to be conducted outside business hours, the defined penalties will apply.

- Client contact prior to commencement
- Confirmation that backups have been successful before we proceed
- Defined outage window based on acceptable business outages defined by you
- Confirmation of completion including post update report
- Error checking via event logs and confirmation of services are started
- Follow any startup procedures or validation checks required for critical systems

## Regular Scheduled Onsite Visits

Do you want to have one of our expert engineers attend your office on a regular basis? Enabling this component, you can determine the frequency of the visit, how many hours required and any other work you wish to be done during this scheduled visit.

## Regular Server Checks

Meridian IT will provide preventative maintenance of your servers, remotely checking the health of your servers, using a defined template of checks. We will provide a health report to the customer, including recommendations for any remediation moving forward. We will complete a predefined health check report based on, but not limited to, the tasks below. No remediation will take place during the health check.

- Review hardware configuration and alerts (disk layout, raid health, SAN health)
- Hardware warranty status check
- Operating system event log checks
- Backup status checks
- Application review (Exchange, SQL, etc.)
- Security review (operating system patch availability and antivirus status)

## Regular Firmware Audit

Ensure your infrastructure is working at optimal levels, and ensure you are covered for vulnerabilities by safeguarding yourself through regular firmware audits.

Meridian IT will perform a review of your firmware, determine what firmware is available, report on vulnerabilities it will resolve and confirm compatibility with connected devices. Should there be any updates required, any remediation will need to be conducted via consultation with the customer to ensure appropriate safeguard measures are in place, and outage windows are confirmed. Any remedial work will be charged to the prepaid IT support hours, additional to the audit hours.

## Let's continue the conversation.

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