



## A Guide to Service Level Agreements



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## About Us

Introspect has been in business since 2001, set up originally by experienced application and network engineers with 20 years experience in Computer Aided Design and IT systems implementation gained from working for one of the largest AutoDesk resellers in the UK.

Our initial goal was to provide IT services to small businesses with the need for a continuous IT presence without a full time, on-site, staff member.

In 2006 our IT solutions package was firmly established with the highest levels of quality and service.

We felt the time was right to successfully expand the business further.

And so NetMonkeys was born.

As our team grew, we developed new arms of the company to effectively set ourselves up as a Business Technology Partner. We strengthened our position in the area of Business Solutions by becoming a Sage business partner with a dedicated, qualified management accountant. We also welcomed Avaya certified engineers to develop a new area of expertise in telecommunications.

**“NetMonkeys manage our IT needs  
in a language we understand”**

Rob Ballantine – SJM Concerts



## Introduction

NetMonkeys know that modern business is almost completely reliant on Technology.

As a result of this, the IT department of any modern business must provide an intelligent, fast, and simple to use business tool that is cost effective for your company. NetMonkeys can meet those demands for you.

We implement and adapt our resources to ensure that your business is using IT systems as effectively as possible. Our dedicated helpdesk in Manchester City Centre offers maximum IT support without the cost of a full time IT department.

In simple terms...NetMonkeys control the systems that run your company allowing you to take care of your business.

The most effective way that we can guarantee this is through a bespoke Service Level Agreement contract. As the SLA is constructed through a series of component parts each offering a different product or service, this guide is an explanation of those component parts.

The SLA is our commitment to deliver products and services to an agreed level of consistently high quality. It gives the customer a clear and realistic framework of how those services will be provided. In many ways the SLA is a guarantee to our customers that they will receive exactly what they have agreed to pay for.

Please take a look through and don't hesitate to contact us with any questions, thoughts, or feedback.

**“NetMonkeys continue to provide  
comprehensive IT Support for all  
facets of our business”**

Paul Simpson - PJ Livesey Group



## Software Support

Software support is the foundation of any IT support package and the NetMonkeys Service Level Agreement is no different.

Any Business Information System that a company uses is wholly reliant on two critical factors; the software that runs it, and the people that run that software. To ensure maximum productivity and minimum downtime of these Systems it is vital that both the software and the people are supported to the highest standard available.

NetMonkeys Software Support will meet those standards for you. Our dedicated Helpdesk team of engineers located in Manchester City Centre are available as your first line of support via email or telephone. Through remote access software they will have the ability to access networks and individual systems, ensuring an answer or solution in the quickest time possible.

Any Software problems or queries are logged with our service desk and given a priority key. This key makes up a framework of response time as agreed in the SLA, giving both parties clear guidelines on how the fix will work and how long it will take.

NetMonkeys pride themselves on being forward looking. Through constant problem solving, monitoring, and analysis we can identify any upcoming software solutions that will increase your productivity.

For small to medium Businesses, NetMonkeys Software Support is a major step in having a dedicated IT department at your service without the cost of an employee.



## NetLibrary

NetLibrary is an extensive and bespoke ITIL service that produces a series of documents essential to any IT infrastructure implementation and management.

Information is the key to the success of any business. An IT Infrastructure Library (ITIL) awards a business with the tools to have complete 'Real time' information on every single Hardware and Software asset that the business owns. NetLibrary is the perfect way of providing your business with these tools.

The multiple benefits of NetLibrary make it the highest level of IT Support and management that you can receive from us.

Initially it provides you with complete transparency of your network infrastructure. This means that, at all times, you have access to and effectively own all information on your IT assets. You will have detailed information on each machine; from technical spec's—free disk space, processor speeds etc—to exact physical location in your office. Furthermore, NetLibrary will catalogue exact details of all software installed on each machine. Again, this information is constantly updated and documented, giving you a comprehensive inventory at any time.

Your investment in IT infrastructure is protected by NetLibrary. If for any reason you undertake external auditing, or your relationship with NetMonkeys fails to continue, you still have complete control of your ITIL.

NetLibrary is also a vital tool for the planning and development of your IT infrastructure. It allows you to plan any change management much more effectively from both a practical and budgetary perspective. Any cost projections for replacements or upgrades in your IT equipment can be closely monitored and predicted.

NetLibrary produces this information in a collection of five reports. These documents will be produced each month and sent to a designated contact/s agreed with your company. These reports can also be produced and sent at any time on request.

The five reports are as follows:

### Managed Asset List (MAL)

A complete physical Inventory of all IT Hardware assets held by your business. All assets will be assigned a system tag and designated to a location within your office. This inventory will be constantly updated with any assets added in between report cycles. The system tags created by the MAL will increase the speed and efficiency of any support call logged regarding a particular asset.

### Configuration Management Report

This is documented evidence of all Hardware and Software asset configuration. From this report you are given information on the capacity, speed and operating systems of all machines. Any imminent issues regarding disk space, obsolete operating systems or applications will be flagged for us to address. Assets unable to handle relevant upgrades will also be highlighted. This report is a perpetual way of 'Future-proofing' and protecting your IT infrastructure. It allows us to provide constant solutions to aid the efficiency of both individual machines and the network as a whole.

### Asset Management Report

This is the recording and documenting of any changes to asset configuration. Acting upon the issues highlighted in the configuration management report, all upgrades and new installations will be recorded here. All assets installed will be automatically added to this report. Once this report has ran for a few months we will have vital information on the frequency of any upgrades and new installation. This allows us to predict patterns that may affect the infrastructure moving forward. It also gives you information on any cost projections that may be on the horizon.

### Software Licensing Management

This reports acts as a continuous rolling audit for all software on your network. Any unlicensed or prohibited software can then be addressed immediately, minimising any risk of prosecution or penalty from Software manufacturers. With this report we will have constant access to any information that would be produced by an external licensing audit; this allows us to prevent any sudden cost that may be enforced on you if this was to happen. This will significantly streamline any budget planning for cost of software.

### Software Library Information

The software library information report is the most comprehensive catalogue of all software on your network. It specifies a location for every item of software on every machine. Any supported, unsupported, or prohibited software is documented and can then be addressed by us. It is the most definitive information on all your network activity, available at any time you want it.

### *Installation Information*

We aim to successfully install and provide NetLibrary with the minimum amount of intrusion to your company. Initially there will be a site visit to obtain a complete physical audit of all your IT equipment—this can usually be completed in around one working day depending on the size of site/s.

Once this information is gathered we can prepare the software that enables us to make NetLibrary work for you. At this point we return to site to physically label all relevant hardware with NetLibrary asset tags. After this is completed we begin the installation of the remote agent software on all the NetLibrary assets.

We can then roll out all the software and begin to create the initial inventory.

Once we have the initial inventory all five reports can be successfully produced and NetLibrary begins to work continuously for you.

## Hardware Maintenance

NetCover is a bespoke hardware maintenance package created to address the individual needs of your company's hardware assets.

NetMonkeys entire attitude to business is built upon an evaluation of what every customer needs, and finding the most effective way of providing it. We recognise that the IT hardware used to run your business systems is just as important as the staff operating it. With this in mind NetCover offers four levels of hardware maintenance care to suit all needs and budgets:

### No Cover

The hardware asset with No Cover remains the responsibility of the customer. The asset is covered only through the terms of the manufacturer's warranty. NetMonkeys only recommend No Cover for assets with extremely low replacement costs.

### NetCover Warranty

With NetCover warranty we agree to undertake responsibility for all correspondence with asset manufacturer until closure of the fault. The asset is still only covered through the manufacturer.

### NetCover Plus

With NetCover Plus we agree to undertake responsibility for all correspondence with asset manufacturer until closure of the fault. We then ensure a full rebuild/restore of original system after resolution of Asset issue. The customer is still liable for replacement parts not under manufacturer's warranty.

### NetCover Premium

With NetCover Premium you are guaranteed comprehensive 'Peace of mind' cover for your hardware asset. We agree to undertake responsibility until closure of the fault. We ensure a full rebuild/restore of original system after resolution of Asset issue. NetCover Premium also gives you one of our engineers on site within an agreed timeframe to Respond/Replace/Repair the asset covered. NetCover Premium also makes us responsible for any cost of replacement parts or, if appropriate, full asset Replacement.

The hardware maintenance that NetCover offers is an essential and flexible tool for your business. Although we highly recommend that all your assets are covered by NetCover premium, you can choose different levels of NetCover for different selected assets.

Any assets purchased after the start of the agreed Service Level Agreement will be offered NetCover at a pro-rata price in the hardware quote.

This way you can ensure that your hardware maintenance is constantly adapting to the specific needs of your company's assets.



## Services

NetMonkeys operates in a field of business that can be faceless and somewhat lacking in personality. One of NetMonkeys aims is to address this and hopefully make others follow suit. We see professionalism and success as a product of strong relationships and strive to build as many of them as possible.

NetMonkeys Services is perhaps where this is most prominent.

NetMonkeys engineers can visit your site to address any issues that cannot be resolved remotely. We will take care of all installations and monitor their productivity to ensure you get the maximum from them. These site visits can be pre purchased through the SLA at a discount of twenty five percent against the normal rate. NetMonkeys has found that all of our clients benefit from being able to rely on a physical onsite presence on some occasions. It also gives us an opportunity to put a face in front of the words and numbers that will be solving your problems and queries.

NetMonkeys can train and develop your staff—in teams or individually—to ensure you get maximum user potential out of all the hardware and software that your Business Information Systems use.

NetMonkeys aim to become your Business Technology Partner; we are available to act as consultants in any projects that you think we may be of assistance. We will also constantly advise you of any technological advances that may benefit your company.



## Out of Hours

As the hours of business have developed and grown over the last decade, the tools used for business have had to become even more flexible and adaptable to accommodate this.

NetMonkeys 'Out of Hours service' is the best way of making a Service Level Agreement the most comprehensive support available for your Business Information Systems.

With the 'Out of Hours' service all your Hardware and Software is given a similar level of cover from 8am to 9pm as it would normally receive in the accepted business hours of 9am to 5pm.

Faults with business critical machines and operations can be dealt with as they happen—this massively decreases any downtime from these faults. It also ensures peace of mind for the security and success of any operations that may have to be performed out of the accepted 9am to 5pm working day.

NetMonkeys 'Out of Hours' service can also be a tool for your staff—if they need the option and flexibility to complete work outside of 9am to 5pm, they will now have the benefit of first line IT support available to them.

## InterNet Care

As a Business Technology partner NetMonkeys has made communications one of its highest priorities for our customers.

The change in the way business is conducted over the past ten years has highlighted the importance of making sure these communications are protected.

InterNet Care is the product of around ten years experience and research into how to most effectively and quickly resolve any Internet connection fault or issue. It is a service that liaises with all third parties involved, using the appropriate technical knowledge, to speed the process up and get the correct information at every step until fault resolution.

This research has shown us that any interruption in Internet connection has a crippling affect on business. The longer the downtime on connections the more a company's productivity and credibility are at risk. It is because of this that we strongly recommend that any SLA has the Internet Care option added.

NetMonkeys is a partner of ZEN, the country's number one Business ISP, and enjoys an established relationship with BT. Our status with these two companies gives a priority status when any faults occur.

InterNet Care takes full responsibility for your Internet Services. We will deal with any domain issues, bandwidth and speed upgrades, new connection installation, etc.

NetMonkeys has the necessary experience, knowledge and relationships to make your Internet services more productive. InterNet Care is the best way for you to gain full access to all of these aspects.

