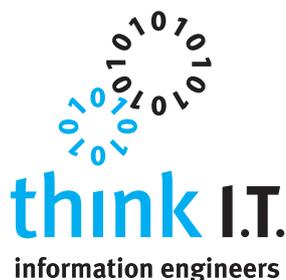




Glossary



PO Box 12007, Penrose
Auckland 1642, New Zealand
Ph: +64 (9) 636 0900
Fax: +64 (9) 636 0333
www.thinkit.co.nz/managed

Microsoft Patch Management

Ensures your machines have all the latest bug fixes, security updates, patches and enhancements

All software vendors recommend that patches are maintained and applied. Our specialist team members analyse and review the potential impact of all patches, first in a test environment, then in beta live environments, before rolling out to our clients. This helps minimise disruption.

Endpoint Protection

Keeps you up to date with the latest defences against malware, viruses and other threats

Malware can affect us all. However, with Think Assured Endpoint Protection, your defence systems will always be up to date. Our solutions are incredibly efficient, so they won't slow down your PC during scans and quarantine checks. Think Assured Endpoint Protection is our carefully selected best of breed solution and is included with our Think Assured Managed Services. We use it ourselves and we swear by it, so we trust it to serve our clients just as well.

Think Assured Data Protection Premium

Ongoing data backup and recovery

Data security and fast recovery is paramount to any business I.T. plan. Think Assured Data Protection Premium gives you peace of mind that your data is always backed up, so if the worst should happen, your business will continue to operate. Think Assured Data Protection Premium is included in our Managed Services offering and is the best of breed solution for data protection.

For more mobile users, Think Assured Data Protection Lite is the perfect solution, offering 5GB of offsite storage as part of Think Assured Managed Services.

Think Assured Mail Protection

Stops SPAM in its tracks

Aside from exposing your business to the risk of malware and infections, clearing SPAM takes time, so dealing with it can lead to huge productivity losses. Think Assured Mail Protection - part of our Managed Services offering - prevents SPAM from ever reaching your inbox, using the best known solution available. Outbound Mail protection is also available.

Environmental Monitoring

Protects your hardware against heat, and other fluctuations, in your server area

Our monitoring device alerts us to breaches beyond a safe threshold, so we can take immediate action to protect your infrastructure and your business. Whilst temperature monitoring is our primary focus, the device can be expanded to monitor many other environmental variables, such as humidity, flooding and also door sensors.

Connection Monitoring

Ensuring that your internet and site-to-site connectivity are fully operational

Being securely and permanently connected is vital. Making sure that your infrastructure is online enables us to keep you operational. In the event of any failure, we will be alerted in order to resolve the issue as quickly as possible – sometimes even before you were aware of the problem.

Continued overleaf...

Optimisation and Management

Think Assured Managed Services are continually developing optimisations for your network and environment

Proactive housekeeping of machines and data will keep you running at peak performance. Due to our large client network, developments and problem fixes can be distributed across our client base to benefit everyone. This is part of our holistic approach to I.T. support.

Dedicated Network Administrator

You will be assigned a Dedicated Network Administrator, to document and manage your site entirely, and to liaise with our vCIO and support team, so that we can provide the most efficient and effective support. Your Network Administrator will streamline your site in the 'Think I.T.' way – a tried and tested system of best practices, best products and best design. Finally, our Vendor Management means we only use the 'best of breed' software, both on our own systems and on our customers'. This holistic approach means that you'll have the right system, with tailor-made support.

Customer Support Team

With Think Assured Managed Services, it's in our interests to keep you operational. From our Remote Support Helpdesk to our Onsite Service Engineers, we provide comprehensive, yet targeted support for any circumstance. Our holistic approach to your I.T. systems allows us to handle just about any technical problem, from onsite repairs to liaising with 3rd party companies (such as warranties or ISPs). This way, you can get on with running your business, safe in the knowledge that we've got your systems covered.

Dedicated vCIO

Our Virtual Chief Information Officer (vCIO) is committed to driving your business forward with technology. This is an advisory service, provided at board level, designed to fill the role of a CIO, which many smaller businesses don't have the capacity for. Our expert consultants work with you, bringing their specialist knowledge to the table, to help you make the right technology decisions, which may otherwise take hours of research and potential trial and error. A vCIO can also coach and manage your in-house I.T. team, to make sure your successful I.T. strategy is implemented across your business. With nearly 20 years' experience, we're pretty sure we can find the best solutions for you.



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