

Support Summary

3RT Networks appreciates the opportunity to work with your company or organization and assist in supporting its IT infrastructure. Below is a summary of the items that are included in the 3RT Support Agreement:

- Onboarding
- Technology Planning
- Contract Management
- Proactive System Monitoring
- Proactive System Maintenance

Onboarding

At the onset of the support agreement, 3RT will work with ABC to ensure a smooth onboarding process. Onboarding is not only a technical event, it ensures 3RT understands ABC's current IT solutions and how to support its unique business requirements. This time is also utilized to discuss current concerns or pain points, as they relate to the current IT solution.

3RT will leverage various tools to provide a technical footprint of the infrastructure. A run book is also established to document ABC's environment and any nuances that exist. 3RT will populate a CMDB (Configuration Management Database) within their ITSM (IT Service Management) platform to record all existing devices and document the history of incidents and changes that occur over the device's lifecycle.

3RT will setup ABC in the ITSM tool and provide instruction to engage support during and after business hours. The systems requiring ongoing maintenance will be established, added, and tracked quarterly.

Technology Planning

3RT will work with ABC on a quarterly basis to build and implement a technology plan. This plan will be leveraged for project planning and budgeting purposes.

Contract Management

- Manage contracts
- Ensure notification of expiration and renewal notices to ensure appropriate coverage on all hardware, software, and licensing

Proactive System Monitoring

3RT will use third party remote agent-based monitoring tools, installed on Customer's IT systems to provide visibility into Customer's IT systems. These monitoring tools may leverage email, and direct ticketing to alert 3RT of incidents or problems with Customer's IT systems, unless Customer chooses to opt out. When an alert notification is received by 3RT, Customer agrees to allow 3RT to use best practices and judgement to determine if an alert requires immediate attention, or if the resolution can be scheduled. If 3RT determines that the alert requires immediate attention, 3RT will open a trouble ticket and commence remediation efforts and attempt to notify Customer as soon as practicable. Remediation work performed by 3RT (whether immediate or scheduled) is considered an Extended Service and is a billable event. Example systems to be included in proactive system monitoring:

- Backup & Replication
- Firewalls
- Routers & Switches
- Servers
- Wireless

Proactive System Maintenance

To maintain a secure and productive IT infrastructure, 3RT will implement a system maintenance process. This process covers all systems and is conducted on quarterly or annual terms, depending on manufacturer best practices.

There are two steps to the system maintenance process:

- An engineer will execute an assessment leveraging third party tools or scripts to gather information. 3RT will determine what remediation steps, if any, are necessary. The assessment phase of the system maintenance process for routers, switches and Windows Servers are not a billable event and is included in the support agreement service fee.
- The engineer will determine what remediation steps, if any, are necessary. No remediation changes are made without customer communication. The remediation phase of the system maintenance process is a billable event.

Extended Services

Work directly with 3RT Certified Engineers for personalized support and assistance. Get the help you need, when you need it, as often as you need it. 3RT will provide phone, remote and/or on-site support for the following on a time and materials basis:

- Incident Investigation
- Problem Resolution
- Configuration and Feature Support
- Coordinating Support Calls

