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The "Accountable" service difference...

Every computer system needs maintenance to keep it working at peak performance, and to trap & prevent causes of potential downtime. But typical maintenance requirements in today's busy business are mishandled by other technology vendors due to their skillset not being optimised for client needs.
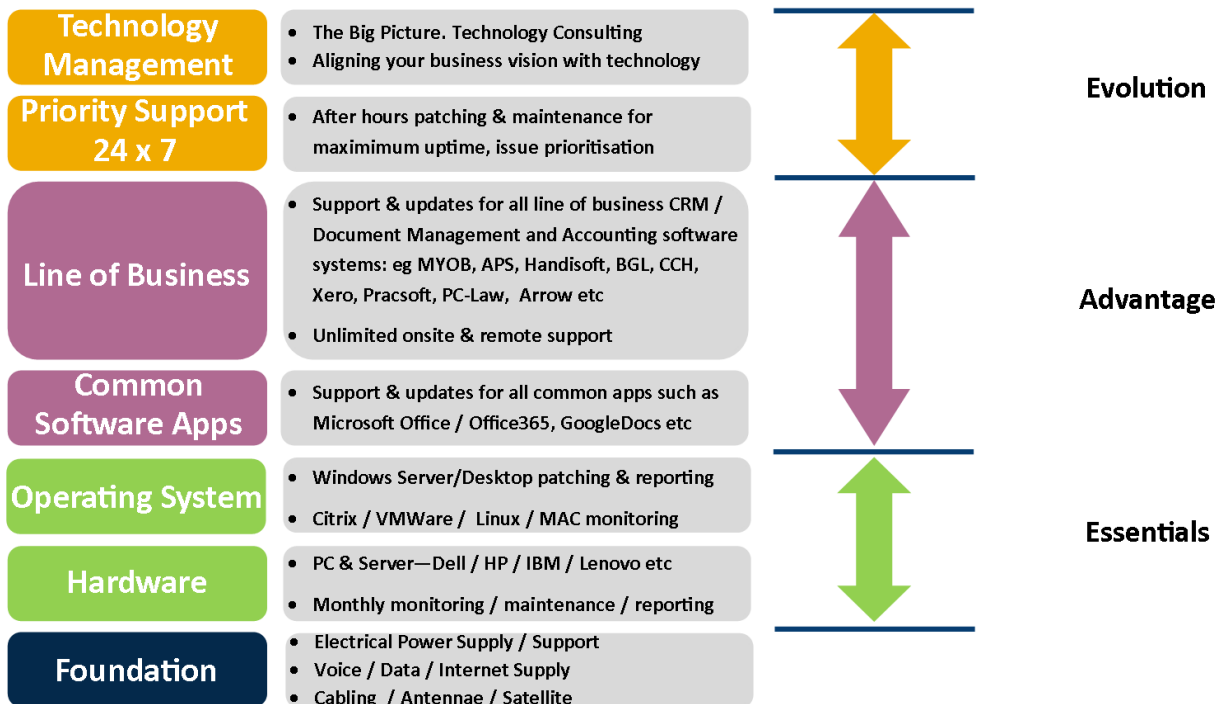
The challenge is to perform this maintenance work efficiently, and in such a manner where work in one area does not create problems in another. This is especially challenging in today's computer networks. Given most IT companies have no expertise or qualifications in the Accounting arena, no wonder so many businesses complain about the blame shifting that happens between IT vendors when things go wrong. However... Accounting and CRM software tools is a specialist area that we excel in.

Accountable IT Group actively work with progressive businesses spanning the entire country. Using our specialist services and skills we offer our clients the best performing and most stable computer systems in the industry.

We achieve this by offering a multi-tiered approach to support needs, thus fitting needs to your budget. The three tiers of service we offer are illustrated below:

Professional Systems Management

Monthly, low cost, price-capped services to ensure your system is proactively maintained and error-free

Tier	Details	Level
Technology Management	• The Big Picture. Technology Consulting • Aligning your business vision with technology	**Evolution**
Priority Support 24 x 7	• After hours patching & maintenance for maximimum uptime, issue prioritisation	
Line of Business	• Support & updates for all line of business CRM / Document Management and Accounting software systems: eg MYOB, APS, Handisoft, BGL, CCH, Xero, Pracsoft, PC-Law, Arrow etc • Unlimited onsite & remote support	**Advantage**
Common Software Apps	• Support & updates for all common apps such as Microsoft Office / Office365, GoogleDocs etc	
Operating System	• Windows Server/Desktop patching & reporting • Citrix / VMWare / Linux / MAC monitoring	**Essentials**
Hardware	• PC & Server—Dell / HP / IBM / Lenovo etc • Monthly monitoring / maintenance / reporting	
Foundation	• Electrical Power Supply / Support • Voice / Data / Internet Supply • Cabling / Antennae / Satellite	

Smart. Business. Partner.

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"Essentials" – basic maintenance, monitoring & reporting

This service is designed to provide comprehensive monitoring, patch maintenance and reporting for all your mission critical hardware and operating systems. For one low monthly fee, our team will keep your system in top-tune and give you the reporting to keep you informed about the health of the system

- a budget 'fixed fee' approach to handling the everyday basic needs in computer maintenance
- regular automated patching of PC operating systems
- weekly PC optimisation including disk defragmentation, registry cleaning and scanning for faults
- 24x7 Monitoring of critical aspects of the system including: server and PC uptime (system availability), backup system success/failure, antivirus protection monitoring, patch application statistics, disk space availability, error alert, CPU performance threshold
- IT asset management reporting on machine age, currency of MS Office and Windows operating systems to assist you with software licensing, and warranty / ageing management, system compatibility compliance
- Monthly Executive Summary reporting, giving you a monthly snapshot using graphs and charts to help you keep abreast of system availability statistics, backup system performance, disk space usage and volume of support calls
- Issue resolution & Application software support is able to be handled as ad-hoc, charged separately per hour

"Advantage" – application level maintenance & support

The "Advantage" service picks up from where "Essentials" ends. It is designed to offer you a complete support experience, regardless of where the problem may be – even if it is with your Accounting software or CRM! Whereas other IT vendors cannot help you solve accounting-specific software problems, we offer a comprehensive service where we specialise in it – thus freeing your team resources to focus on client work rather than enduring software vendor support queues. But the service goes much further… other aspects of the "Advantage" approach to systems management you may find beneficial include:

- Web-Portal based tracking system for complete control over support calls, projects and issues management
- A TEAM of experts all available on-call to give you timely and accurate advice and assistance
- Peripherals support cover – scanner not scanning? Printer not printing? Remote access not working? Need a new employee added to the system? All covered in the scope of Advantage
- handles all support requirements in the areas of hardware and Microsoft plus common applications
- designed to include all of the necessities, as well as care for the day-to-day assistance that may be required: e.g. adding a new employee, fixing a printer problem, diagnosing system performance issues etc
- The service is a remote-access delivered service – you can log as many calls as you like without incurring extra fees provided the call relates to the scope of the agreement
- All Accounting (eg MYOB AE-AO/ Acclipse / BGL / HandiSoft / APS / CCH / Quickbooks / ATO Portal / Xero / Arrow)
- All CRM / Document Management systems regardless of your industry – manufacturing (eg SCALA), Medical (eg Pracsoft), Legal (eg Lawmaster / PC-Law, Perfect Balance, Locus etc), or CAD / CAM / CRM systems
- Remote access proactive support monitoring tape /cloud backups, disk-space usage, UPS outages, security breaches, event log monitoring, and internet link "up" time, intersite VPN's, remote access
- Office365, dropbox, Lync, GoogleDocs, Sharepoint – all cloud based apps support
- SLA of (worst-case) 2 hours turn-around support response for critical issue
- Remote proactive work each month to keep system maintained and "up"
- Priority access to Accountable's Helpdesk service via "toll free" 1800 number
- Onsite visits for 'within-scope' work during normal business hours are included without additional fee
- To help you minimise downtime and maximise system availability - after hours work can be performed by arrangement for an additional fee

Business "Evolution" – enterprise-grade 24x7 support, high priority & maximum uptime, true technology management

Far beyond system support, the "Evolution" service is a 360 degree approach to technology management within your firm with a bit of specialist consulting and prioritisation added to round out the best and most comprehensive service available to Business. The "Evolution" service is designed to be added to the "Essentials" and "Advantage" levels, but upgrade them to higher priority / higher availability, more inclusive offering:

- all patching and update work performed after hours/weekend to minimise downtime and maximise system availability to your team =maximum uptime
- Unlimited remote and onsite support as & when you need it
- Your support calls, prioritised above all others
- Your own dedicated Account Manager who knows your business, you can call at any time to escalate your issues
- Independent technology selection advice, helping you choose the right products for your firm saving you time in wading through sales demonstrations – get our advice to help you cut through the hype and choose tried & proven technology that is right for your business
- Access to our most senior team to assist you to leverage technology to make your business more efficient and competitive
- Free annual written review of your system and comparison to Best Practice, allowing your firm to keep pace with the industry

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