

SITECARE &
SUPPORT SERVICES



ZEPHYR

IT CAN BE A BREEZE

Introducing Zephyr

Zephyr is an independent, New Zealand owned organisation that specialises in the provision of information Technology services to the public and private sectors.

Zephyr provides services in the four distinct business areas of Consulting, Support, Development and Solutions. This document concentrates on the set of infrastructure support services provided by the Zephyr Support business unit, however further details on the services provided by each business unit can be found at www.zephyr.co.nz.

Zephyr Support provides technical resources to assist with the support of computing infrastructure. Zephyr Support provides services either on a contracted resource basis to supplement a client's project team or via a SiteCare service contract for the ongoing support and maintenance of an organisations computing infrastructure.

The purpose of this document is to introduce the support services provided and the SiteCare range of contracted service modules.



ZEPHYR
S U P P O R T



Zephyr SiteCare

Zephyr Support services are supplied either on an ad-hoc time and materials basis or under a contracted support agreement. The Zephyr support agreement is a customisable set of services grouped together under the SiteCare banner. Through SiteCare the client is able to select and customise the service modules to suit their technology infrastructure, internal resources and business needs.

SiteCare Modules

Listed below are the support modules that make up the SiteCare suite of services. Each is defined in more detail on the following pages.

ServerCare – Support

Support and maintenance service for network servers. Coverage is available for three distinct periods:

- Standard - Normal business hours
- Plus - Extended business hours
- Mega - 24 x 7 cover

ServerCare – Health Checks

Recurrent protection checks and administration of servers to maintain performance and avoid failure.

WorkStation – Health Checks

Recurrent protection checks and administration of Personal Computers and Laptops to maintain performance, avoid failure and ensure corporate profiles/rules are adhered to.

DataCare

Off Site storage of backup data and business systems.

Managed Help Desk

Logging and management of all calls including escalation and regular status reporting.

Managed Assets

Recording of all physical assets and logging of their movements within the business.

BusinessCare

A comprehensive Business Continuity Plan for the continuation of your business in the event of a catastrophe.

SystemsCare

A comprehensive Disaster Recovery plan for the recovery of the system infrastructure and critical applications in the event of a disaster.

WebCare

The hosting and maintenance of your corporate Web Site.



Zephyr SiteCare Process

In order to professionally commence supporting a particular site, Zephyr undertakes a Site Audit to determine and document the various technologies that are to be supported.

This is to ensure we have a documented base from which to work and also to ensure Zephyr has the required skills and experience to support the technologies being utilised on the client site.

Regardless of whether or not a client enters into a SiteCare agreement, this Site Audit will provide a valuable asset in the form of a report that documents the client's Information Technology Infrastructure.

Site Audit

The Site Audit will be completed by a technical engineer who will interrogate the site servers and workstations using proven techniques and automated tools. The information gained will be used to populate the standard Zephyr Site Report which details the technical details of the installation.

In addition, the report will include recommendations for any immediate changes that should be made to the site installation in order to improve stability or prolong the life of the existing infrastructure.

Site Report

The Site Report will document the system infrastructure environment of the client site and provide an ongoing repository for future developments. It will include all the information needed for a Zephyr technician to support the site.

A sample Site Report can be made available on request.



Zephyr Audit Report

Site Audit Cost

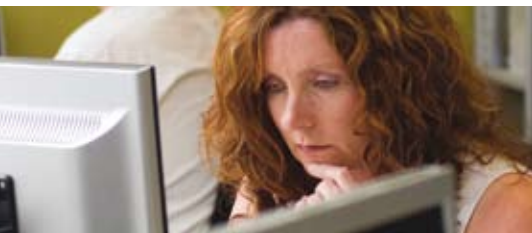
Zephyr believes the Site Audit is a valuable piece of work that should be performed in order to provide a base from which the information technology infrastructure can be supported. This is regardless of whether or not a Zephyr SiteCare agreement is entered into.

The resulting Site Report is a valuable asset whose time it has taken to develop (minimum of 2-3 days effort) will be saved many times over in the future support of the site.

Zephyr charges a nominal fee of \$1000.00 (excluding GST) for the Site Audit and development of the Site Report. There is no obligation at the completion of this process for the client to accept all or any of the proposed services and recommendations.

Site Audit Cost Rebate

Where a client accepts the recommendations of a Site Audit Report and enters into a minimum 12 month SiteCare agreement, the full cost of the Site Report is rebated and offset against the first 3 months of contracted support fees.



Zephyr ServerCare

ServerCare – Support

Support service provides a guaranteed response to investigate and determine the work necessary to restore the network server to a working status following an unscheduled failure.

Coverage is available for three distinct periods, each covering different hours of support as follow;

ServerCare – Standard

Provides support during the normal business hours of 8:30am to 5:00pm each normal business day.

ServerCare – Plus

Provides support during the hours of 7:00am to 7:00pm each normal business day.

ServerCare – Mega

Provides support 24 hours of every day, including weekends and statutory holidays.

The ServerCare – Support agreement provides cover for unscheduled failures of the client's server(s) so that the client can be confident that the system will be restored to a working state without incurring additional IT personnel resource costs in re-configuring the server.

What's not covered?

The ServerCare – Support agreement is designed to meet the needs to restore a client's server(s) following an unscheduled failure of some kind and covers the cost of the Zephyr technical resource to achieve this.

Where replacement hardware is required, additional cost may be incurred in sourcing and installation of the hardware. Zephyr will, prior to applying any additional 'time' charges discuss this with the client and take a fair and reasonable approach. All hardware supplied will be charged at the normal price where it is not covered by a manufacture's warranty.

The ServerCare – Support charges do not cover:

Any time or materials used to restore a system failure caused by changes made by non Zephyr personnel.

The cost of delays caused by the unavailability of any component under the client's care, or any 3rd party, required for the system to be restored

The cost of any hardware, software or equipment required to restore the system.

The cost of time required to apply any additional customisation/configuration to implement additional/changed facilities on the server.



Zephyr Health Checks

ServerCare - Health Checks

The ServerCare – Health Checks service is a set of recurrent protection checks and administration tasks that are performed on the Client servers to maintain performance and avoid failure.

These are the ambulance at the top of the cliff, rather than at the bottom.

Zephyr firmly believes that the completion of these monthly checks is absolutely crucial to providing a stable and well performing information technology infrastructure for your business.

Zephyr has standard 'Health Check' forms/reports that are customised as part of the Site Audit process for each individual client. These checks range from industry standard operating system checks to checks on specific components of the client's installed applications.

Where these checks determine that the Site Report has become 'out of date', then the Site Report will be updated as part of the Health Check service.

Each Server Health Check will result in the completion of a Health Check Report presented to the Client. As well as the results of the Health Checks, the report will include any recommendations for changes that Zephyr believes should be applied in order to maintain the stability and performance of the server environment.

Workstation - Health Checks

The Workstation – Health Checks service is a set of recurrent protection checks and administration tasks that are performed on the Client PC's to maintain performance and avoid failure.

Similar to the ServerCare Health Checks, these checks are designed to be the ambulance at the top of the cliff, rather than at the bottom.

The need and frequency of Workstation Health Checks will vary depending on the configuration of the client infrastructure. Where the site is 'locked down' with users able to perform very limited 'changes' to their workstation environment, the need for workstation health checks is greatly reduced when compared to an 'open' environment.

Each Workstation Health Check will result in the completion of a Health Check Report presented to the Client. As well as the results of the Health Checks, the report will include any recommendations for changes that Zephyr believes should be applied in order to maintain the stability and performance of the workstation.

Zephyr Data/Business/SystemsCare

DataCare

DataCare is the offsite storage of critical backup data via physical media or online backup services.

Zephyr will store physical backup media in its fire proof safe so that in the event of a disaster, the client is assured of backup data being available from an alternative site to its own location.

The client is responsible for the delivery of the backup media to Zephyr, who upon receipt will ensure it is logged and stored in the protected environment. Backup media will be returned to the client site on a regular basis.

Any charges associated with returning the media to the client site (e.g. Courier charges) will be on charged to the client at cost. However, where the client has entered into a ServerCare – Health Check agreement, the backup media can be returned with the technician's monthly site visit at no additional cost.

In addition to the storage of physical media Zephyr can also provide online backup services for the safe storage of your business data to an offsite location. This service is automated and ensures you will never lose an important file or document again including the ability to restore a previous version of any file.

SystemsCare

SystemCare is the Zephyr service related to planning for the recovery of computer systems in the event of a disaster.

Zephyr utilises a comprehensive Disaster Recovery Planning (DRP) methodology that has been custom built based on the vast experience of our DRP consultants. The methodology ensures the recovery of the system infrastructure followed by the recovery of core applications. This also entails detailed planning to ensure the recovery maintains the integrity of the data between related business applications.

BusinessCare

BusinessCare is the Zephyr service related to planning for the continuity of core business activity in the event of a disaster.

Zephyr utilises a comprehensive Business Continuity Planning (BCP) methodology that has been custom built based on the vast experience of our BCP consultants. The methodology ensures the formation of a 'Management Recovery Team' and concentrates on the recovery of those critical functions that allow the core business functions to continue operating.

Note that this service concentrates on the 'business' requirements and not the recovery requirements of computing system.

Zephyr Managed Services

Managed Assets

Zephyr can maintain a record of the IT related assets held by a customer within its CRM system.

This allows each asset to be registered and holds information related to:

- Original supplier and price
- Product warranty
- Any special/3rd party support arrangements
- Historical fault requests and their status
- Current location
- Historical movements

Standard reports are available to report on the information held about an asset.

Where a client requires additional information or customisation of the standard asset related reports, this will be accommodated (where it can) via the customisation facilities within the CRM system. Where this occurs, there would normally be a small charge to cover the time taken to configure the customisations. This charge would be agreed prior to the customisation work being completed.

Managed Help Desk

Zephyr will manage all service requests within its Customer Relationship Management (CRM) system.

Zephyr runs an extensive CRM system which includes a service management module for the recording, management and escalation of all Support Service requests.

This system provides the client with a 'single point of contact' where by they can log calls, and enquire as to their current status. Standard reports are available to the client to monitor the status and throughput of service requests.

Where a client requires additional information or customisation of the standard reports, this will be accommodated (where it can) via the customisation facilities within the CRM system. Where this occurs, there would normally be a small charge to cover the time taken to configure the customisations. This charge would be agreed prior to the customisation work being completed.



Zephyr WebCare

WebCare

Zephyr has established a modern infrastructure for its own internal use which includes a high speed web hosting capability. Using this infrastructure, Zephyr is able to offer SiteCare clients free hosting of a 'brochure' web site.

The development of any web site components would be charged at the SiteCare discounted rates.

Where a client requires a more dynamic or data driven web site, these can be accommodated using the Zephyr infrastructure however hosting charges may apply. These charges would be agreed prior to any work being commenced.



Zephyr Support Services

In addition to the SiteCare modules, Zephyr can provide Support Services on either a contracted hourly commitment (per month) or an ad-hoc basis.

Committed Support Services

A client may prefer to commit to a minimum hourly usage of Zephyr Support Services rather than or in addition to the specifics of the SiteCare modules. In this situation, Zephyr will provide the Support Services at a discounted hourly rate. This discounted rate is the same as that which applies to SiteCare customers.

In order to attract the discounted rate, a client must commit to a minimum of 10 Support hours per month. This commitment is not cumulative and must be used or forfeited each month.

In special circumstances hours can be accumulated for the purposes of a major project. However this will be limited to a maximum of 3 month's committed hours and must be agreed in writing prior to the commencement of the first month. The monthly commitment will still be invoiced each month with these charges being rebated against the cost of the project when this is invoiced.

The Client and Zephyr Account Manager would meet each month to determine the activities that would be undertaken in the coming period. Service requests would be raised for each piece of distinct work.

Ad-hoc Support Services

Client's can elect to have Zephyr provide the support of their systems on an ad-hoc basis. In this scenario, Zephyr makes no commitment to the priority applied to resolving these customer's system failures.

All work will be undertaken on a 'Service Request' basis and charged at Zephyr's full rates.

Zephyr Infrastructure Resources

In addition to the Zephyr Support personnel used to deliver the Site Care suite of services, Zephyr also has available technical infrastructure resources that can be used to supplement a client's own infrastructure support team on a 'contractor' basis. These resources can be used to bolster a project team or seconded onto a 'business as usual' team to cover vacant positions while full time replacements are recruited.

These resources are generally provided on a time and materials basis and can be charged at either an hourly or daily rate.

Zephyr's resources cover various Microsoft and Novell technologies and a skills matrix detailing the skills and experience of the technical team is available on request.

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Our Mission

Zephyr's objective is to be the number one choice independent IT related consultancy in the New Zealand marketplace.

Our goal is to establish long term business relationships with our clients, working together to grow both businesses by making the best use of existing people and technology and, where appropriate, adopting the latest technological advances and management strategies.

We are committed to providing a fun environment in which to nurture our staff while focusing on maintaining high standards of professionalism and quality for our customers.