



SmartManage Cover Matrix

All conducted during normal business hours

	SmartManage Gold	SmartManage Standard	SmartManage Boardroom SmartCloud Access Device	SmartCloud Hosted Desktop (per user)
Primary device support (per user)	✓	✓	✓	✗
Remote Access Helpdesk Support	✓	✓	✓	✗
Local device login issues	✓	✓	✓	✗
Sentinel 1 AV protection	✓	✓	✓	✗
Local device operating system issues	✓	✓	✓	✗
Printing issues to office printers (excludes home USB WIFI based printers)	✓	✓	✓	✓
Local device health monitoring, auto-patching Microsoft Operating System & Microsoft Office apps	✓	✓	✓	✗
Sophos Email Filtering	✓	✓	✗	✗
GPO and / or Intune policy management	✓	✓	✗	✗
Password resets (Local device/AzureAD/LocalAD) (must have confirmation of user via phone callback to number Resolve holds or office ddi number)	✓	✓	✗	✓
Microsoft 365 basic admin for user issues to 365 email, Teams & SharePoint/OneDrive access	✓	✓	✗	✓
Access issue to SmartCloud or other Cloud Service (user has internet access and service login screen)	✓	✓	✗	✓
Application assistance for Microsoft office suite (includes Microsoft licensing management)	✓	✓	✗	✓
3rd Party Vendor Support for LINZ, Zoom, Teams Meetings	✓	✗	✗	✗
User Management - Add / Delete user	✓	✗	✗	✓

Additional Support Cover

Vendor support for registered Practice Management Application (covers routine updates / minor patch releases, major updates to be quoted)	✓	✗	✗	✗
3rd Party Vendor support for additional registered Line of Business Application (per application) MYOB, Payroll etc (covers routine updates / minor patch releases, major updates to be quoted)	✓	✗	✗	✗