

SmartManage SLA

As cyberattacks become an undeniable reality in New Zealand, the notion of being “that little country at the bottom of the world in the middle of the ocean” no longer shields us from such threats.

Simplify managing your IT systems

All your IT devices and systems must be maintained with all the latest updates and patches under a regular check-up program, like your car’s warrant of fitness, ensuring that all are still healthy under the bonnet and safe to continue using.

Managing your IT systems and keeping up to date with all the patches, application and system updates, and never-ending user queries take time to address. It can be an actual cost for your business with users’ productivity and occasional complete downtime. The pay-as-you-go fix-it business model also takes additional time “waiting for the tech” and reconciling the bill at the end of the month.

Resolve SmartManage SLA takes all the IT worry away from you and lets you focus on your business; we take care of the IT.

Contact a Resolve Account Manager to discuss a **SmartManage Service Level Agreement** program.

SmartManage provides you with:

- ✓ Fixed monthly IT support cost model – remove those surprise IT support bills.
- ✓ Friendly helpdesk services with managed ticketing and reporting.
- ✓ Routine day-to-day issues covered.
- ✓ A dedicated Technical Account Manager
- ✓ Familiar onsite support that knows your IT systems.
- ✓ Managed automated system patching and updates of your IT Devices¹.
- ✓ Remote assistance directly with users when they are experiencing an issue².
- ✓ Managed secure endpoint security services with automated reporting of suspicious activity.
- ✓ Quarterly business review and IT trends update with an IT business consultant.

Notes:

1. Devices must be registered with Resolve
2. SMARTManage service. Device must have an active working internet connection for remote assistance to operate.