

Comprehensive services for the small to medium business

At MULTi, we provide enterprise class IT services to small and medium businesses. Our fixed price Managed Services allows our clients to focus on their business, while we take care of their IT & Telephony — ensuring it operates optimally, is stable and secure, 24x7. Coupled with this, our strategic consulting and constant overview of the network completes a comprehensive service offering that is unparalleled.

Managed Service solutions for all requirements



MULTiAware

Through our **MULTiAware** Platform service, we implement the tools that enable our services, giving you more control over your IT & Telephony platform and granting you access to our expert resources for on-call remote assistance at reduced rates. Keep your finger on the pulse of your platform with our weekly and monthly reports conveniently emailed directly to you.

Enjoy the benefits of experts taking care of your IT & Telephony platform 24x7 and keeping it secure through regular patches and updates to named software with our MULTiAware Automation Service.



MULTiAssist

Realise a key managed Services benefit of predictable support costs with our **MULTiAssist** service options:-

MULTiAssist Remote provides fixed cost, proactive remote support and committed response times. In addition, our service desk staff will help your users with the common platform-related "how do I?" questions, ensuring they are always productive.

MULTiAssist Onsite—Fix the cost of all remote and onsite support with our MULTiAssist Onsite service. This provides maximum peace of mind. Your IT platform will be monitored, maintained and supported by our Network Operations Centre (NOC). Service Desk and onsite technical teams. Providing you with a stable and optimised environment for your business systems.

In addition, as a value add to our clients, in the event of a disaster we provide our services at no additional charge to restore your ICT platform.



MULTiAssure

MULTiAssure is our high value managed services which are coupled with the MULTiAssist services, through which clients are able to realise the benefits of our depth of expertise, specialist knowledge and insight into the value technology can bring to each different business scenario. By formalising processes for strategic and technical consulting and oversight, we ensure you receive maximum value from your partnership with MULTi.

The **MULTiAssure Network Administrator** role provides a skilled platform technician who is assigned responsibility for your site. Working in tandem with the Virtual CIO, this plays a pivotal operational role in making sure your network is maintained to international best practice standards, documentation up-dated and health and compliance aspects monitored. Critically, this role also aids the business IT contact / owner by identifying operational IT risks and forecasting any needed improvements.

Our **MULTiAssure Virtual CIO** role represents the highest level of value provided to our clients. In conjunction with the designated IT contact / owner in the business, to maintain good governance, this role provides strategic consulting, planning, budgeting and regular communication to ensure goals and roadmaps are adhered to, risks addressed and problems resolved.



Business Address

Multi House
19 Letaba Rd
Eastcliff
2190

Tel: 011 4350450
Fax: 011 4359955

E-mail: info@multi.co.za
Web: www.multi.co.za

Description of terms

Small business

These companies do not have their own internal IT resource. The IT role is usually fulfilled by the business owner, or one of the business executives. Since IT is not their primary role, nor their core skill, they take longer, don't know the technologies in depth and their time would be better spent on core business activities, rather than on IT.

Medium business

Although medium businesses have internal IT support people, these IT resources have their hands full looking after the business systems, business processes, extracting reports and providing user support. They have precious little time, if any, available for management and support of the platform.

Managed Services for IT platforms

MULTI's Managed Services proactively monitors, maintains and supports the platform – from the firewall, to the servers, to the workstations. We ensure it is stable, secure and running optimally.

We therefore provide our clients with an IT platform that can be used as a business enabler, the peace of mind that it is being looked after,

and the communication channels and processes that ensure our clients remain in control.

The IT platform

The IT platform is the lifeblood of any business's IT system. Every action the IT users perform depends on it: email, accounting, documentation, Internet banking, printing.

There is almost nothing that a business does these days that will not be affected by an IT platform that is not running optimally.

In addition to enabling many of the business functions, the platform is also responsible for the safe and secure storage of all company data, it is not only the lifeblood of the business, but in many ways, it is also the heart.



Service Matrix	MULTIAware		MULTIAssist		MULTIAssure	
	Platform	Automation	Remote	Onsite	Net Admin	Virtual CIO
Remote Monitoring & Management Platform	✓	✓	✓	✓		
Automated Reports	✓	✓	✓	✓		
Professional Services at reduced rates	✓	✓	✓	✓		
24x7 Server monitoring and notification		✓	✓	✓		
Change notification process for servers		✓	✓	✓		
Workstation optimisation		✓	✓	✓		
Software patches and fixes for named applications		✓	✓	✓		
Daily anti-virus pattern update verification		✓	✓	✓		
Daily server backup verification		✓	✓	✓		
Remote support			✓	✓		
Remote user assistance: "How do I?"			✓	✓		
Remote installation of named applications			✓	✓		
Support Escalation (remote)			✓	✓		
Onsite support				✓		
Support escalation (remote and onsite)				✓		
Restore from disaster				✓		
Impact assessment of managed services report					✓	
Vendor co-ordination					✓	
IT platform documentation					✓	
Implementation of best practices and standards					✓	
Implementation of IT policies					✓	
IT strategy, planning and IT budget consulting						✓
Risk identification and assessment						✓
Capacity and growth planning						✓
Project Management						✓
Regular IT platform feedback						✓
Account management						✓

MULTIAssure services are available with the MULTIAssist service offerings and are provided together as they are interdependent.