



network integration and
support services

MONITORED ANTIVIRUS, PATCHING AND PERFORMANCE FOR DESKTOP COMPUTERS

To ensure your desktop computer remains in good health it needs to be protected, maintained, and monitored. MAPP automates this, backed by the NISS Security Team.

Included with MAPP:

- NISS Monitored Antivirusⁱ
- Managed Windows and Microsoft update
- 3rd Party Software updates, e.g. Java, Adobe Reader, Chrome
- Monthly Disk clean-up and defragmentation
- Physical disk health (SMART) status checked
- Live support and response during business hours
- Zero-touch remote support
- Advice on required rectification worksⁱⁱ
- Monthly health check report
- Access to online customer portal
- 24/7 Live Monitoring
 - Disk performance
 - CUP Load
 - Memory Usage
 - Running Services
 - Antivirus software status
- Live Self-healing

Service Fees ⁱⁱⁱ

\$150.00 per device per annum^{iv}

ⁱ NISS currently use Bitdefender Antivirus ([Editors' Choice](#) - PC Magazine, Oct 2017)

ⁱⁱ Rectification work that is required to be carried out as a result of infection is not included in this service agreement and will be charged for at NISS [standard hourly rates](#)

ⁱⁱⁱ Requires acceptance of Network Integration and Support Services standard terms and conditions.

^{iv} 12 month minimum contract. Excludes GST.