



network integration and
support services

PEACEFUL NIGHT'S SLEEP

If you want to know your computer is secure and your data safe, you need NISS's Peaceful Night's Sleep (PNS). NISS Maintains, secures, protects and backs up your computer.

Included with SC:

- Document Backupⁱ
- Web Security. Threat Protection, Content Filtering, Access Controls
- NISS Monitored Antivirusⁱⁱ
- 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 worksⁱⁱⁱ
- 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 ^{iv}

\$250.00 per device per annum^v

ⁱ Document files only, unlimited MS Office Documents, PDF, Txt, and Open Document files

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

ⁱⁱⁱ 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](#)

^{iv} Requires acceptance of Network Integration and Support Services standard terms and conditions.

^v 12 month minimum contract. Excludes GST.