MINIMUM STANDARDS

Introduction

The content shown here is a high level of our suggested minimum standards. These minimum standards when applied to your environment help with the aim of ensuring that your business continues to operate at its optimum capabilities and minimise your costs of doing business all while making it possible for us to keep your business secure, current, and profitable.

There may be some cases where you may not be able to align with these standards however striving towards this, will help keep things in check and in the long run elevate any stress points of your IT and Infrastructure that may be costing you without your knowledge.

While this applies only in the context of devices, software, utilities etc. that are managed under your support agreement, it's a good idea to where possible apply this to any tangible items you may think of in the future.

You could consider this as a rule of thumb however it can also impact our ability to support some components of your business and its operations.

The Standars

- All business compute assets such as **Workstations, Laptops, Tablets, and Servers**, should be accompanied by a warranty with the supplier or manufacturer. Doing this means that expensive hardware costs are taken care of by warranty where possible. This makes it possible for you to forecast associated expenses pertaining to these items. This also means that you can depend on these items being serviceable without the additional complications of unexpected capital allocation requirements where possible.

- All shared **MFP grade printers** should be accompanied by a vendor service agreement with your printer management solution provider and also be covered by warranty for the same reasons as above in the best interest of the business ongoings, forecasts, and dependability.

- Your **Telephone solution** of choice should be accompanied by a vendor service agreement also. Above reasons apply here again. Most importantly this is one of the primary means of communication with your clients and this makes this point even more important.

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- All business intellectual property (**Data**) stored in any location Including but not limited to cloud storage solutions must be accompanied by a robust, and reportable **backup solution**. Simply having your data in the cloud synced to your computer is not considered a backup solution as a deletion of a file in either location will sync the action to the opposite location, and this is not how a backup should be. If we see this, you can be assured that this will be our very first item to mitigate with you.

- All **software** used for business purposes should be within the manufacturer's current lifecycle policy. If any software is End Of Life then this is not only a security risk to your business and clients but it is also at risk of causing you losses in production and operations. Any industry specific software solutions where the associated support vendor has released a new version to replace the existing version, should be seen to in a reasonable time frame.

- All **industry specific software** solutions such as Affinity or Leap for Legal; MYOB AO/AE etc, and QuickBooks self-hosted solutions for Accountants; Best Practice, Medical Director for Health Care providers should be accompanied by a service agreement that includes access to updates and upgrades to current versions as they are released. Chances are you are already on top of this.

These standards do change from time to time with updates to our statements here as we discover the need to do so. As with the introduction there is leeway here however its rather important that these standards be considered with a great deal of weight as these are items that will directly impact your daily operations and considerably impact your bottom line.

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