

## RETAINER SERVICES

When engaging niss.au to provide support services, niss.au supplies a managed desktop service to each computer we support. niss.au's managed desktop services reduce support requirements, secures your computer and increases your computer's performance.

Choose the level of security.

### Retainer Security \$19.50 pcm

- NISS Monitored Antivirus
- Sentinel One Advanced AI Endpoint Detection Response (EDR)
- Privilege Access Management
- Managed Windows, Mac and Microsoft updates
- 3<sup>rd</sup> 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 works<sup>i</sup>
- Monthly health check report
- Access to niss.au online customer portal
- 24/7 Live Monitoring
  - Disk performance
  - CPU Load
  - Memory Usage
  - Running Services
  - Antivirus software status
  - PAM
- Live Self-healing

### Retainer Security + \$28.50 pcm

- All services included in Retainer Security
- Endpoint Backup for desktop or laptop computers

All prices exclude GST

<sup>i</sup> Rectification work that is required to be carried out as a result of infection or monitoring alerts is not included and will be charged for according to your support service agreement rates.

