truly unlimited….

Introducing niss.au's unlimited support packages

At niss.au, our support is always truly unlimited, no matter which package you choose.

Total Care Package: This is our top-tier offering. It includes all the tools and licenses needed to maximise capability, security, uptime, and efficiency.

If your data security needs, recovery time objective (RTO), or recovery point objective (RPO) are lower, consider our Care+ packages for essential support tailored to your specific requirements.

When onboarding both Total Care and Care + we included complete system remediation or rebuild with optimised configuration to reduce the risk of ongoing outages.

TOTAL CARE

All holes plugged, and all risks addressed. It is in niss.au's interest to prevent issues. All necessary systems and licenses to keep your operations running smoothly and securely are included, with no hidden costs. Review the service table on page 2.

The ASD's Essential Eight forms the foundation of Total Care.

Per User Costs

> Total Care $179.00
>
> Total Care Off-shore $145.00

CARE +

Care + means unlimited support plus costs for add-on services as required.

Choosing Care + services will not include the same level of compliance, security, data security, automation and speeds of setup and recovery but may better suit your budget.

Per User Costs

> Care + Onsite $149.00
>
> Care + Remote $139.00

All prices exclude GST

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TRULY UNLIMITED V1.00.DOCX

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Service	Total Care	Total Care Offshore	Care + Onsite	Care + Remote
Onsite Support	✓		✓	
Remote Support	✓	✓	✓	✓
Monthly Device Report	✓	✓	✓	✓
Live Healing	✓	✓	✓	✓
Network Device monitoring - NAS - Printers - Routers - Switches	✓	✓	+	+
Microsoft 365 Business Premium - Key Features * Automated device deployment * Data retention polices * Large mailbox * Email Archiving * Email filtering (Spam)	✓	✓		
Microsoft 365 Backup	✓	✓	+	+
Last Pass Password Management	✓	✓	+	+
Email Signatures Management	✓	✓	+	+
Website Hosting	✓	✓	+	+
niss.au hosted website content modifications	✓	✓	+	+
DSN Hosting	✓	✓	✓	✓
Domain Name registration x1	✓	✓	+	+
Device firmware patching	✓	✓	✓	✓
Server Monitoring	✓	✓	+	+
Server Patching	✓	✓	+	+
No callout fees	✓		✓	
PABX system assisted support	✓	✓	✓	✓
Printers & network peripheral device support	✓	✓	✓	✓
LOB application assisted support	✓	✓	✓	✓
ISP Support	✓	✓	✓	✓
Device Backup	✓	✓	+	+
Telephony provider support	✓	✓	✓	✓
Essential 8 - Cybersecurity Recommendations				
Patch applications	✓	✓	✓	✓
Patch operating systems	✓	✓	✓	✓
Multi-factor authentication	✓	✓	✓	✓
Restrict administrative privileges	✓	✓	+	+
Restrict Microsoft Office macros	✓	✓		
User application hardening	✓	✓		
Regular backups	✓	✓	+	+
Additional Services				
Data (NBN) connection	+	+	+	+
Failover data connection	+	+	+	+
Managed Network	+	+	+	+
Device as a service (equipment leasing)	+	+	+	+
Teams Phone	+	+	+	+
Hosted PABX	+	+	+	+
Managed onsite PABX	+	+	+	+
M365 Charity and Not-for-Profit license			+	+
Additional Microsoft 365 licenses	+	+	+	+