

MANAGED IT SERVICE PROVIDER (MSP)



TRY OUR MANAGED SERVICES!

With our up-to-date **management**, **monitoring** and **maintenance** structure, we can help you reduce costs and drive efficiency while you concentrate on your business.

...achieving results with right steps.

WHAT IS MANAGED IT SERVICE?



A managed IT service is an information technology (IT) task provided by a third-party contractor and delivered to a customer.

In a managed service arrangement, the managed service provider retains responsibility for the functionality of the IT service and equipment, and the customer typically pays a monthly fee for receipt of the service.

There are many different types of managed IT service offerings, but the idea behind all of them is to transfer the burden of maintaining IT from the customer to a service provider. In an effective managed services relationship, a customer benefits from predictable pricing and the ability to focus on core business concerns rather than IT management chores.

WHY US?



Smartway IT Solutions is one of the Managed Service Provider's (MSP's) in Nigeria that manages small and medium-sized businesses (SMBs), customer's IT infrastructure and end-user systems internally or remotely, typically on a proactive basis, managing responsibilities and functions within a strategic framework in improving operations and cutting expenses; we are continually striving in providing the best of IT management services to all our customers.

As a managed service provider we guarantee;

1. Proactive service desk and cloud based remote monitoring 24/7
2. Real time information on intrusions or attempted security breaches
3. Reasonable reduction in IT budget and cost.
4. Reliability and Availability as we have partnered with the world best MSP's such as Comodo and Ninja MSP.

Our MSP Services

With our remote monitoring and management (RMM) solutions, we provide a dynamic and proactive IT service with email alerts integration, integrated sensors that provides us better reporting on system and server failures, irregularities in system performances, outdated security patch management, windows and 3rd party application update.

1

Remote Monitoring and Management

We offer onsite backup and remote backups between customers location. This can be carried out on Virtualized environment such as Microsoft Hyper-V and VMware VSphere; Database backup of SQL, Oracle and endpoints devices (workstations, laptops, servers, storage systems).

2

Data backup and recovery Solutions

Our MSP Services Contd.

We at Smartway, provide services that help to save operational cost to a large extent. We fix issues relating to Operating System (OS), Corrupt software applications, BIOS and motherboard related issues, replacement of damaged hardware for workstation, PC, laptop, unstable system performances after updates and bugs infection, and excellent system reporting.

We offer general system audit and inventory for organizational IT infrastructure and make proper recommendations using ITIL framework and Standard. We strongly recommend for all our customers to always conduct quarterly preventive maintenance (PM) on workstations to clean up dirt, and early discovery of failing on system hardware's rather than wait till it crashes.

We offer onsite managed IT Support for organization that aimed to outsource their IT department in order to focus more on their core businesses and still achieve productivity.

3

System Repairs, Audits and Preventive Maintenance

MANAGED IT SERVICE PROVIDER (MSP)



This is the breakdown of our Managed IT Service Offerings, please see next page.

MSP STRUCTURED PAYMENT PLAN (MONTHLY)



Our monthly charge for Managed IT Service Offerings, please see next page.

DESCRIPTION	MONTHLY PLAN - PER DEVICE (Naira)	TOTAL AMOUNT (Naira)	REMARKS
Management of IT infrastructures: Workstations, Printers, Servers, Routers, Switches, Storages and so on.	4,000	80,000	Formula: N x Amount of per Devices N= Number of Device. Instance of a total of 20 devices on the network and actively in use, that will be amount to N80, 000 for management.
Replacements of Damaged system peripherals such as Hard drive, memory, laptop charger, and so on.	120,000	120,000	Optional: Refundable, if no damage occurred. Record of total cost of expenditure will be sent with an invoice at end of plan.
Comodo / Kaspersky Antivirus	---	---	Inclusive
Total Pricing		200,000	

...achieving results with right steps.

MSP STRUCTURED PAYMENT PLAN (QUARTERLY)



Our quarterly charge for Managed IT Service Offerings, please see next page.

DESCRIPTION	QUARTERLY AMOUNT PER DEVICE (Naira)	TOTAL AMOUNT (Naira)	REMARKS
Management of IT infrastructures: Workstations, Printers, Servers, Routers, Switches, Storages and so on.	12,000	240,000	Formula: N x Amount of per Devices N= Number of Device. Instance of a total of 20 devices on the network and actively in use, that will be amount to N240, 000 for management.
Replacements of Damaged system peripherals such as Hard drive, memory, laptop charger, and so on.	170,000	170,000	Optional: Refundable, if no damage occurred. Record of total cost of expenditure will be sent with an invoice at end of plan.
Comodo / Kaspersky Antivirus	---	---	Inclusive
Total Pricing		410,000	

MSP STRUCTURED PAYMENT PLAN (ANNUAL)



Our Annually charge for Managed IT Service Offerings, please see next page.

DESCRIPTION	ANNUALLY PLAN - PER DEVICE (Naira)	TOTAL AMOUNT (Naira)	REMARKS
Management of IT infrastructures: Workstations, Printers, Servers, Routers, Switches, Storages and so on.	48,000	960,000	Formula: N x Amount of per Devices N= Number of Devices. Instance of a total of 20 device on the network and actively in use, that will be amount to Ng60, 000 for management.
Replacements of Damaged system peripherals such as Hard drive, memory, laptop charger, and so on.	200,000	200,000	Optional: Refundable, if no damage occurred. Record of total cost of expenditure will be sent with an invoice at end of plan.
Comodo / Kaspersky Antivirus	---	---	Inclusive
Total Pricing		1,160,000	

PAYMENT PLAN



Depending on the plan of choice, a service level agreement (SLA) will be signed before commencement of Service and payment can be made.

Our payment plan is flexible and affordable for all our Clients and Prospective Customers.

Below is how we accept payment;

- 100% payment is made in advance.
- Pay-as-you-go, that is, you pay per fix or per visit (**This is subjected to the work done and payment is done on the spot, with a receipt**).

Please kindly make all payment to our bank details below;

Account Name: Smartway IT Solutions

Account Number:0020564666

Bank: Stanbic IBTC