

Service/Feature Matrix

First, pick a Service Level for the site. Second, pick a Platform on which to host the services.

This table provides a guide to the features that are included in the fixed fees, depending on the Service Level selected. Services are only included for the devices and users that you select to be included in the fixed fees. WATCH and RUN service levels are not recommended for locations without internal IT support.

○ Services marked thus are available outside of our fixed fees on a Time & Materials basis, as are most technical support services. We have made every effort to provide a comprehensive guide to the services and features however there are many details we do not have space to include here, so please ask for clarification if you have any questions.

Service Levels

	JUST WATCH	JUST RUN	JUST MANAGE	JUST HELP
	WATCH	RUN	MANAGE	HELP
Monitoring & Maintenance				
Status monitoring	●	●	●	●
Email notifications	●	●	●	●
Monthly reports	●	●	●	●
Patch/update deployment for Windows	●	●	●	●
Custom notifications & escalation		●	●	●
Backup monitoring		●	●	●
Support Services				
Remote remediation & technical support	○	○	●	●
User account administration & management	○	○	●	●
Backup application licensing & configuration	○	○	●	●
Backup schedule management	○	○	●	●
Restores & data/disaster recovery	○	○	○	●
Assigned Customer Manager			●	●
End User helpdesk, unlimited during business hours phone/online, with SLA, 3rd party liaison				●
Cloud Services				
Helpdesk ticket and issue management online	●	●	●	●
Internal customer use Helpdesk instance		○	●	●
DNS domain name management		○	●	●
Labour Rate discounts		10%	20%	25% + 10hrs/mth

● - Required/Included. ○ - Available/Extra

Platform Features

	Customer	JustWorks 7	JustWorks Central
Security protection licensing (anti-malware)	●	●	●
Internet security (Firewall/Web filtering/Intrusion Prevention)	●	●	●
IT strategy reviews	●	●	●
Cloud File server	○	○	○
Wifi provision & security	○	○	○
Email security and SPAM control	○	○	○
Microsoft Active Directory	Customer	●	●
Virtualized server architecture	Customer	●	●
Windows Server Datacenter licensing	Customer	●	AWS
Integrated Disaster Recovery systems (RTO/RPO: ±1 business day)	Customer	●	AWS
Network and systems design	○	●	●
Hardware procurement, financing & refresh	Customer	●	-
Hardware management & maintenance	Customer	●	-
On site physical I.T. infrastructure including rack, power backup & distribution, host servers	Customer	●	-

● - Required/Included. ○ - Available/Extra

This guide is subject to change and dependent on the service levels and features chosen by the customer for specific items. Errors & omissions excepted.
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