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Symmetric Networks – OUTSOURCED IT SUPPORT (Sydney Metro)(effective from 1/4/2009)

Do you require regular or ad-hoc Desktop, Network, Server or Email Support?

Is your network secured with Firewall protection, plus regularly updated Antivirus and Spam protectors?

Do you have Remote Access to increase your efficiency whilst traveling and, if need be, from home?

Would you like to have piece of mind in knowing that your IT services are being looked after and backed-up?

Do you require advice on purchases, cost-saving internet phone technology and/or to have emails sent to your phone?

Through eJobs, Symmetric Networks provides comprehensive and competitively priced IT Support Services to Financial Planning Practices to ensure your business stays up-and-running; to help you maximize cost-savings; and to make sure you get the most out of your technology investments.

Whatever your IT requirements, we are able to provide 'in-person' and phone support to you in several flexible Service Packages.

1. Symmetric Network's 'TECH-CHECK' Service - IT Health Check-Up and more....

What is it?

Much like your Car Service, your IT Health Check-Up, Service and Strategy Development enables us to understand the condition of your businesses IT infrastructure and resources, to identify issues which may need rectification and to make recommendations regarding service improvement.

This Service covers:

1. An audit of your current computer resources (desktops, network, servers, internet, communications equipment, etc).

2. A site visit and discussion regarding your Practice needs, your IT aims, particular IT issues that concern you, plus any other IT problems and any desired projects you would like us to implement.
3. We'll provide a concise report containing short, medium and longer-term recommendations to support your IT planning. This includes a complete IT resources inventory, identifies deficiencies that may need addressing (with urgency levels), outlines a strategy development plan going forward, and includes any projects you have identified to us, all with timescales and associated costs.

Benefits for you and your Planning Practice:

Professional IT 'ears and eyes' to listen to your IT concerns, to itemise what resources you have, to work out what you need, and to plan the way forward.

To provide 'Piece of Mind' in knowing that your IT technology is working for you efficiently, with all the back-up, robustness and redundancy you require, and that you have a support team behind you whenever required.

Fees, Terms & Conditions for TECH CHECK Service

Tech-Check Service	\$995 + GST if taken alone, or \$750 + GST if taken together with a Flexi-Serv Ongoing Support Service.
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2. Symmetric Network's FLEXI-SERV Ongoing Support Service

What is it?

After the initial Tech Check Service has been conducted we will be able to provide ongoing support based on both regular visits and ad-hoc requests, based purely on hours worked.

Benefits for you and your Planning Practice:

A flexible subscription service based on 'hours worked'.

No time limits to use your hours (e.g., 5 hours per week)

Whether your IT requirements are many and varied or very specific by nature, this service is based purely on hours worked.

Fees, Terms & Conditions for FLEXI-SERV Service

Flexi-Serv Service*	Package Fee	<i><u>Please tick</u></i>
5 hour block	\$425 + GST pre-paid (\$85 ph + GST)	?
10 hour block	\$800 + GST pre-paid (\$80 ph + GST)	?
20 hour block	\$1,500 + GST pre-paid (\$75 ph + GST)	?
Over 20 Hours – see Pro-Serv package		

* No time limits are imposed on when you must use your hours by. Just pre-purchase hours when you require. Time Sheets are provided outlining work carried out rounded to nearest 15 minutes.

Minimum of 2 hours work on call-outs.

Requests able to be handled over the phone will be similarly itemised. Discretion to be used regarding any 'quick calls'.

Requests able to be handled through remote access to your Server(s) will be similarly itemised.

Whichever Service package is subscribed will be renewed once credited hours get down to 2 hours.

3. Symmetric Network's PRO-SERV Ongoing Support Service

What is it?

Client s who would prefer the regular dedicated resource of a Symmetric Staff Member can purchase 'days' per week or month.

Benefits for you and your Planning Practice:

Ensures regular, consistent IT support with personnel 'on the ground' ready to answer User needs or implement ongoing projects.

Fees, Terms & Conditions for PRO-SERV Service

Pro-Serv Service*	Monthly Fee**	<u>Please tick</u>
½ day per month (4hrs)	\$290 + GST pre-paid (\$72.50 ph + GST)	?
1 day per month (8 hrs)	\$560 + GST pre-paid (\$70 ph + GST)	?
2 days per month (16 hrs)	\$1,088 + GST pre-paid (\$68 ph + GST)	?
1 day a week (32 hrs)	\$2,080 + GST pre-paid (\$65 ph + GST)	?

* Days not used up can be carried over and/or accumulated (but not refunded).
 Time Sheets are provided outlining work carried out. Once on site the full time allocation will be considered used.
 ** Assumes a 4 week month.
 * Termination upon 1 month written notice to Anniversary Date. No refunds. Days in credit will be worked.

Please send me more details and/or call me to arrange a meeting to discuss these products in more detail:

Name: Company:

Signature: Date: