

above.care™ Managed Services: Terms of Engagement

above.care™ Tight Managed Services

Terms of Engagement

We like Plain English over heretofore and wherein. This document explains in plain english what an above.care™ Tight Managed Services membership is, and how it benefits you.

We update this document constantly as technology evolves and we improve our services.

These Terms address the maintenance of operating systems, network software, device configuration, security, safety, and reliability of your computing infrastructure.

Definition: Managed Services

“Managed services is the practice of outsourcing on a proactive basis management responsibilities and functions and a strategic method for improving operations and cutting expenses. It appears as an alternative to the break/fix or on-demand outsourcing model where the service provider performs on-demand services and bills the customer only for the work done.” — [Wikipedia](#)

We want to be on your bench as your I.T. department. There are 3 keys to giving you the best experience possible:

1. Proactive Monitoring and Maintenance - Our cutting edge software agents for Mac are like Heart Monitors and Pulse Oximeters. We can often fix problems before you're even aware of them
2. Automated security and stability updates - Our software agents make it easy for your end users to be confident their systems are secure, safe, and completely up to date. They even monitor for Malware and Viruses, automating a response when necessary.
3. Prescribed and Proven Methodologies - We recommend and support a curated line of business class networking hardware and software solutions, carefully chosen to make the finest level of support easy for all.

What We Do:

1. Automated Health and Wellness monitoring of each Mac for which a membership is purchased.
 1. When our **above.care™ Wellness Monitoring Agent** is installed it will notify us of exceptions and irregularities.
 2. Response to irregularities or exceptions is free of charge if the effort requires less than :20 minutes.
 3. Our goal is to respond proactively to these irregularities or exceptions, when possible before you're even aware there's a problem.
2. Manage Software Installations and Updates
 1. When installed, our **above.care™ Tight Agent** automatically installs software updates and patches including security updates to OS X and security updates to many common Mac based applications.

2. We maintain and constantly update a large catalog of software for you, making it easy to find safe and secure software that is Mac compatible. These titles are available on any Mac on which our **above.care™ Tight Agent** is installed and can be found using the App “Managed Software Center”.
 3. We may enable the Virus Scanning feature of our **above.care™ Tight Agent**.
3. Manage Your Server
 1. Where a Mac qualified with an **above.care™ Tight Membership** is a Server, we **may** provide Administrative oversight of day to day maintenance using secure remote access tools, specifically Apple Remote Desktop through a secure VPN connection.
 2. We use enterprise class I.T. Governance techniques, influenced largely by [The COBIT](#), and set out in our IT Governance Baseline Checklist.
 3. We may provide a solution for off-site “Cloud Based” backup of a server if appropriate.
 4. Manage Your Network
 1. When you have your fleet of Macs enrolled in an **above.care™ Tight Membership**, and we provide recommended network infrastructure, oversight and management of that infrastructure is free if the response requires less than :20 minutes.
 2. Your network infrastructure (i.e. Routers, Switches and Access Points) must have been purchased through us and must be capable of remote or cloud based management (eg: Meraki, DD-WRT).
 3. If we recommend and implement an MDM (Mobile Device Management) system, ongoing oversight and management is free if the response requires less than :20 minutes.
 5. Maintain and Monitor a Server Backup
 1. Our **above.care™ Wellness Monitoring Agent** will proactively notify us of an exception to normal backup routines. Our response is free of charge if resolution can be completed in less than :20 minutes.
 2. An **above.care™ Tight Membership** includes a free cloud based backup of your server. We may recommend additional backup strategies if fast recovery is mission critical.

You agree to:

Communicate openly with us

We view our relationship as organic— our responsibility to you evolves. You count on us to keep you informed of emerging concerns, and we rely on you to keep us informed of problems or changes to your IT environment.

We can solve most any problem if we’re aware of it.

Pay our fees

We sometimes like to say “you pay us not to see us”. If we’re doing our jobs the way we like, we’re sheltering you from complexity, and keeping things safe, healthy, and functional behind the scenes.

You agree to pay \$60 per month for each Mac enrolled in our ***above.care™ Tight Managed Services Membership***. Custom pricing may be negotiated when membership quantities exceed 5 Macs.

For Macs with an ***above.care™ Membership***, if we can provide a resolution to your support question in less than :20 minutes, it's free. Support time in excess of :20 minutes is billed at our "members rate" of 50% off our standard rate (currently \$160 per hour).

Use our electronic support tools when possible

We provide a means for you to ask for help electronically— this approach allows us to be efficient, documenting issues thoroughly and repurposing the knowledge when appropriate.

Termination

We don't enforce a contract. We believe you'll recognize value in maintaining your ***above.care™*** Memberships, and we work hard to ensure that.

Either of us can terminate membership with 30 days notice.