

KISS

IT

KEEP IT SIMPLE SYSTEMS

INFORMATION TECHNOLOGY

What is Preventative Maintenance?

Preventative maintenance is very similar to servicing your car. Periodically you take your car to a mechanic to have a 'service'. The mechanic will change wearing parts such as oil filter, spark plugs etc and will also tune the engine, to ensure everything is ok and make any required adjustments. It's much smarter to keep your car maintained, than to call a mechanic from the roadside and have to pay for expensive repairs.

Your IT infrastructure is no different and requires periodic maintenance.

Preventative maintenance is not a guarantee that things will not go wrong, however it is your best chance of ensuring smooth operation, and detecting issues before they become a problem. Allowing you to focus on your business, and not worry about your computer systems.

A Preventative Maintenance Program Increases Productivity & Reduces your IT Costs

IT is all about protecting your IT Infrastructure.



Benefits of a Scheduled Preventative Maintenance Program

- Piece of mind that Backups are working correctly
- Increase Business Productivity and Reduce IT Costs
- Increase staff productivity, satisfaction and IT confidence
- Increase equipment reliability
- Increase Security by protecting your IT Infrastructure from Hackers
- Reduce risk of virus exploitation by not having up to date software
- Reduce computer downtime
- Reduce expensive emergency service calls
- Save money by reducing your total cost of ownership (TCO)
- We also offer customised "live" monitoring of your IT Infrastructure
- Be Proactive; not Reactive

KISS IT PROTECTS



Kiss IT Preventative Maintenance Program

Kiss IT provides a comprehensive preventive maintenance service to address the needs of individuals and businesses. Basic equipment maintenance such as data backup, and software updates are administered on a scheduled basis. At the end of each maintenance cycle, we will provide a final report on your systems performance and any recommendations that could increase the usefulness and life of your system.

Our professional service is a great way to reduce the risk of data loss, hardware failure, and computer down time.



KISS IT PROTECTS

Kiss IT Preventative Maintenance Procedure

Kiss IT perform the following activities as part of a Preventative Maintenance Service:

SERVICE / UPGRADE
DATA BACKUP & DATA INTEGRITY
ANTI-VIRUS / SPYWARE PROTECTION
SOFTWARE UPDATES / SYSTEM OPTIMISATION
FINAL REPORT

Kiss IT will check the following typical critical items:

- Disaster Recovery - Backups and Procedures.
- Replace old worn out backup tapes and tape drive cleaning.
- Anti-Virus definition updates and scanning.
- Security patches, software updates and system optimisation.
- Removal of spyware programs and files (if any).
- Server/PC performance check.
- Server/PC Logging check.
- Server/PC capacity and growth check.
- UPS health check.
- Attend to any other identified miscellaneous issues before they affect you.

After each maintenance visit, you will receive a Final Report detailing information on status of your IT Infrastructure, a copy of the check sheet and provide any recommendations that could increase the usefulness and life of your systems.

We encourage you to consult with a Kiss IT engineer regarding your future business needs as part of your Preventative Maintenance planning, this way we can ensure your IT systems keep pace with your business growth.

You need Preventative Maintenance?

Simply contact our Service Manager at Kiss IT to discuss a Preventative Maintenance schedule; and also ask about Real Time Monitoring Solutions for your IT Infrastructure.

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Frequently Asked Questions

Viruses & Spyware, how do they affect me & what can I do about them?

Viruses . . .

Everyone has heard on the news at some stage about a computer virus causing havoc around the world, resulting in downtime for business and individual users. Your best defense against these viruses, is to make sure that your virus definitions are up to date, and to train your staff, implementing procedures on dealing with suspect emails and files. During Preventative Maintenance, the Kiss IT engineer responsible will make sure that your virus definitions are up to date, and can help you to develop procedures on dealing with viruses and security.

Spyware . . .

Spy? Where?

Spyware is an area that many companies overlook. Your PC or server could be riddled with Spyware, and you probably don't even know it's there. This devious piece of software sits on your pc, running in the background sending pieces of information about you to someone else on the internet. This usually consists of web sites that you go to, people that you email, and products that you purchase. It is usually consistent with Ad's (or Adware) popping up on your pc for no apparent reason.

Spyware can be scanned and removed. This procedure can form part of your Preventative Maintenance.

How often should preventative maintenance be performed?

A Preventative Maintenance schedule should be designed on your business needs. It can vary from company to company. However, generally speaking, Preventative Maintenance should be performed around once a month.

We can perform on-site and off-site maintenance. Usually both methods are used, and implemented in the schedule. Even though off-site maintenance is cheaper, there are items in our maintenance that can only be performed when on-site. For this reason, we usually use a combination of both.

We just do IT

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