

# MONITORED ANTIVIRUS, PATCHING AND PERFORMANCE FOR DESKTOP COMPUTERS

To ensure your desktop computer remains in good health it needs to be protected, maintained, and monitored. MAPP automates this, backed by the NISS Security Team.

## 1.1 Included with MAPP:

- NISS Monitored Antivirus<sup>i</sup>
- Managed Windows, Mac and Microsoft updates
- 3<sup>rd</sup> Party Software updates, e.g. Java, Adobe Reader, Chrome
- Monthly Disk clean-up and defragmentation
- Physical disk health (SMART) status checked
- Live support and response during business hours
- Zero-touch remote support
- Advice on required rectification works<sup>ii</sup>
- Monthly health check report
- Access to online customer portal
- 24/7 Live Monitoring
  - Disk performance
  - CPU Load
  - Memory Usage
  - Running Services
  - Antivirus software status
- Live Self-healing

## Service Fees <sup>iii</sup>

\$12.50 per device per month<sup>iv</sup>



**Monitoring**  
NISS monitors failures  
security and performance



**Antivirus**  
Advanced threat protection  
for PCs and Macs



**Patching**  
Windows, Mac, MS and  
3rd party software



**Performance**  
Performance tuning  
and system maintenance



**Remote  
Support**  
Zero Touch remote Support  
Our technicians connect  
without interaction



**Reporting**  
Monthly emailed reports  
on status and performance

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<sup>i</sup> NISS uses Webroot Antivirus

<sup>ii</sup> Rectification work that is required to be carried out as a result of infection is not included in this service agreement and will be charged for at NISS [standard hourly rates](#)

<sup>iii</sup> Requires acceptance of Network Integration and Support Services standard terms and conditions.

<sup>iv</sup> 12 month minimum contract billed annually or monthly on direct debit. Excludes GST.