

Premium Support Agreement - iManage

Overview

A Premium Support Agreement (PSA) will allow your organisation to continue with direct access to the OIA support team for standard maintenance support, as well as provide premium support services such as “hands on” troubleshooting of support issues, monitoring & alerting and basic administration.

An OIA PSA is a fixed price agreement which covers support over and above the standard iManage Maintenance agreement, allowing our clients access to comprehensive additional support services plus features such as monitoring & alerting and 24x7 support (optional).

What does the PSA include?

- > Access to the OIA support desk via telephone with tickets raised via the OIA support portal through customer champion(s) or outsourced IT provider / internal IT resource
- > Access to OIA’s ticketing system
- > Basic iManage Administration activities on request
- > Hands on review & troubleshooting where required
- > Hands on implementation of configuration changes
- > Installation of critical server patches or updates where required for issue resolution (*not including system or component upgrades)
- > Recommendation of client patches or updates where required for issue resolution (*assistance with deployment or validation of client updates can be quoted as needed)
- > Identification & handover of non-iManage related issues
- > Installation/updating of signed certificates (provided by the client) on the iManage Server components (as appropriate per on-premise, iManage Cloud or OIA Cloud)
- > Quarterly online meetings to discuss upcoming releases, known product issues, ticket reporting
- > Troubleshooting of agreed integrated products

What are the benefits of a Premium Support Agreement with OIA?

- > Budget ahead for day-to-day support requirements
- > Fill the support & maintenance gap
- > Eliminate quote/approval cycles for small pieces of work
- > Hands on troubleshooting
- > General administration assistance
- > Proactive monitoring & support
- > Reduce reliance on internal IT for iManage related issues.



Monitoring & Alerting

Monitoring and alerting improve reliability, through proactive notifications of what needs to be fixed, before employees and customers are impacted

- > Core services and logs
- > Infrastructure
- > Notifications

Why Partner With OIA?

> **Strong Reputation**

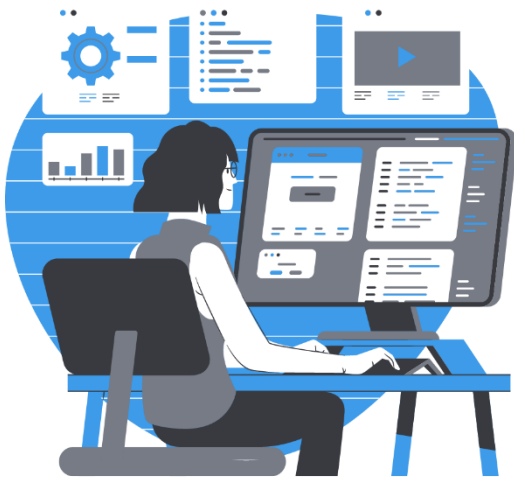
OIA has been deploying backup solutions to its customers for over 20 years and is constantly evolving its solutions to take advantage of current technology and industry trends.

> **Scalable**

OIA will ensure any solution meets your needs today but just as important, is capable of scaling as your business grows.

> **Compatibility**

There is no silver bullet, every business has different needs now and into the future. OIA will determine the best solution based on your specific capabilities.



What else can OIA Do?

OIA is partnered with industry leading vendors to source best of breed products which we use to tailor solutions that meet your specific requirements:

> **Monitoring + Support**

OIA can provide Real-time monitoring & management oversight of your network and IT assets 24x7. This ability to continually monitor the stability and security of your IT network ensures maximum network uptime, increasing your efficiency and focus on the core business functions.

> **IT Audits**

OIA will work with you to determine what level of risk your business is currently exposed to. This will include backup schedules, hardware, software and your current processes for recovering from a disaster.

> **Software**

OIA partners with many leading software vendors including Microsoft, Symantec, StorageCraft, Veeam, DocsCorp, WorkflowGen and iManage to name a few, in order to deliver on our customer requirements to a high standard. Together with our vendors, we will work with you to determine the best solution, tailored specifically to your organisation.

> **Hardware**

OIA partners with HP and are the only authorised reseller for Synology in Western Australia. OIA also work with Aruba, Cisco, IBM, APC, Eaton, Sophos and many other vendors to deliver the best solution for our customers' requirements.

About OIA

OIA's Consulting and Professional Services team are able to deliver a full-service model, encompassing Strategic Planning and Procurement through to Implementation, Asset Management and ongoing support through ad hoc or managed services. Supported by a team of qualified professionals and a comprehensive best-practice library.

Visit www.officeinfo.com.au or contact us on **+61 8 9223 1700** for more information. [Follow OIA on LinkedIn](#) for important updates and news.