

OUR OFFERINGS

Mason Associates, Inc. offers a full suite of Managed Services Plans to meet the varying and scalable demands of our clients. For IBM i environments we offer three levels of Managed Services plans for Production Systems, and three levels of Readiness Support for DR Systems. Each comprehensive plan is targeted at industry-standard levels of support – from relatively hands-off to fully managed. These options allow us to meet your particular needs and offer bundled pricing discounts. To supplement these packaged plans, we also offer a complete a-la-carte menu of Systems Engineering services.

MANAGED SERVICES LEVELS – DR SYSTEM

DR SERVICE	Level D1 – COLD	Level D2 – WARM	Level D3 - HOT
	<u>Contracted - Activated When Needed</u>	<u>Provisioned - Inactive Until Failover</u>	<u>Available Always - Real-Time Replication (using Robot HA)</u>
<u>DR System Readiness</u>			
Inactive Hosted Resources	n/a	Full DR System	Full DR System
Inactive IaaS Cloud Resources	None	Minimal	Minimum for Replication
Recovery Time Objective	72 Hours	24 Hours	1 Hour
Failover/Restore Methodology	Spinup then Tape	Tape/VTL	Robot-HA
Failover Testing	T&M	T&M	Annual
PTF as-a-Service	n/a	Quarterly	Quarterly
DRaaS with Robot HA	n/a	n/a	Daily
System Messages Check		Monthly	Daily
System Logs Review			Weekly
Problem Remediation			As necessary

OUR COMPANY

We are a Maine-based full-service professional IT consulting firm founded in 1982. We have successful client relationships spanning decades, achieved by providing the highest quality services and products, delivered by our long-term permanent staff of expert consultants.



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**SYSTEMS ENGINEERING
& MANAGED SERVICES**

www.masonassociates.com

**COMMITTED TO TECHNOLOGY
CONSULTING EXCELLENCE**

PRODUCTION SERVICE	Level P1 – Monthly	Level P2 – Weekly	Level P3 - Daily
<u>Managed Service Level</u>	<u>System Update Check</u>	<u>System Health Maintenance</u>	<u>Real-Time System Monitoring (* using Halcyon)</u>
System Update Check	Monthly	Quarterly	Quarterly
PTF as-a-Service	Quarterly	Quarterly	Quarterly
IBM 'Call-Home' Check		Monthly	Weekly
System Performance Check		Weekly	Daily
System Resource Check		Weekly	Daily
Backup Check		Weekly	Daily
OutQ Message Check		Weekly	n/a
System Logs Review		Weekly	Daily
Issue Resolution			As needed
High Availability Check			Daily*
Message Monitoring			Daily*
Output Queue Monitoring			Daily*
TCP/IP Monitoring			Daily*
FTP Monitoring			Daily*
Device Monitoring			Daily*
Job Log Monitoring			Daily*
Job Queue Monitoring			Daily*
SLA Reporting			Daily*
Object Monitoring			Daily*
Distribution Queue monitoring			Daily*
User Profile Monitoring			Daily*
Inactivity Monitoring			Daily*
Audit Journal Monitoring			Daily*
Restricted Tasks Management			Daily*
Performance Monitoring			Daily*

- Security/Threats Audit
- Penetration/Vulnerability Testing
- Software/Tool Implementation and Upgrades
- Firewall Administration - SonicWall, Sophos, Meraki, etc.
- DR as-a-Service (DRaaS) Continuity - High-Availability, Replication/ Failover (RobotHA, Maxava, iTera, etc.)
- Backup, Monitoring as-a-Service (BaaS, MaaS) - Tool-based pre-emptive administration
- Help Systems Products - Robot HA, Halcyon, Powertech MFA, Antivirus, etc.
- Secure File Transfer (SFTP)
- System Installation - Onsite, Datacenter, or Cloud-Hosted, including firewall setup
- Hardware/Software/Tools – Selection, Sourcing, Installation, Configuration, Administration (Production and DR)
- Environment/Network/Platform – Evaluation, Engineering and Strategic/Tactical Planning
- OS Upgrade or PTF Update
- Staff Augmentation and Helpdesk
- On-demand Systems Engineering services - Installation/ Upgrades, Troubleshooting, etc.