

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, three levels for Systems Administration, 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 plans, we also offer an a-la-carte menu of Systems Engineering services.

MANAGED SERVICES LEVELS – DR SYSTEM

DR SERVICES	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 SERVICES	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*

- IBM i Systems Administration (separate brochure)
- Security/Threats Audit and 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 and Monitoring as-a-Service (BaaS, MaaS) - Tool-based pre-emptive administration
- Fortra 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