

asyouneed™

# Client Minimum Standards



The following document covers our minimum standards for client support and will be updated from time to time. We appreciate that you might not be there with everything listed here however we will help you get there and maintain this.

It is important that we meet the minimum standard in order to avoid potential security risks, extended outages, excess charges and anything else that might affect our ability to provide an awesome level of support.

Exclusions can only be provided if they are agreed by both parties in writing where a risk assessment has been provided by Asyouned at the clients cost and the client accepts these risks and any additional charges that can occur by not implementing the minimum requirements.

## PC Requirements

- ⇒ Windows 10 Professional
- ⇒ 8GB Ram
- ⇒ 50GB Free Disk space on System Drive
- ⇒ Active Vendor Supported Onsite Warranty or Care Pack.

## Mac Requirements

- ⇒ OSx 13.x or above
- ⇒ 8GB Ram
- ⇒ 50GB Free Disk space on System Drive
- ⇒ Active Apple Care Plus

## Server Requirements

- ⇒ HP ProLiant
- ⇒ Windows Server 2016 or Above
- ⇒ Active Vendor Supported Onsite Warranty or Care Pack.

## Network Requirements

- ⇒ pFsense Firewall
- ⇒ Unifi Firewall
- ⇒ HP 25xx Switch
- ⇒ Unifi Switch
- ⇒ Aruba WIFI AP
- ⇒ Unifi WIFI AP

## Storage Requirements

- ⇒ Synology Disk Station
- ⇒ Active Vendor Supported Onsite Warranty or Care Pack.

## Internet Requirements

- ⇒ Fully managed DSL Service with Routed IP
- ⇒ Fully managed Leased Line service with Routed IP
- ⇒ Business Grade Supplier that runs their own Network

## Software Applications

- ⇒ Must be fully licensed with appropriate Vendors
- ⇒ Software important to the business's daily operations must have a valid support agreement with the vendor where possible.
- ⇒ Any custom software involving in-house developed tools must have in-house support or a delegated 3<sup>rd</sup> party support vendor who is deemed responsible.
- ⇒ Services reliant on Databases must have an in-house DBA for support or a delegated 3<sup>rd</sup> party support vendor who is deemed responsible.
- ⇒ It is the clients responsibility to make sure all 3<sup>rd</sup> party or in-house support is capable of meeting their Service Level Agreements.