asyouneed™

Client Minimum Standards

As of 2026

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 Asyouneed 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

⇒ Company Owned

⇒ Windows 11 Professional

⇒ 16GB Ram

⇒ 100GB Free Disk space on System Drive

⇒ Intel Networking for WIFI and Ethernet

⇒ SSD or higher storage

⇒ Active Vendor Supported Onsite Warranty or Care Pack.

Mac Requirements

⇒ Apple Business Manager registered and company owned

⇒ OSx 15.x or above

⇒ Intel Silicon CPU

⇒ 16GB Ram

⇒ 80GB Free Disk space on System Drive

⇒ Active Apple Care Plus

Server Requirements

⇒ HP ProLiant Gen10 or above

⇒ Windows Server 2019 or Above

⇒ Active Vendor Supported Onsite Warranty or Care Pack.

Network Requirements non-EOL kit

⇒ pFsense Firewall

⇒ Unifi Firewall

⇒ HP 25xx Switch

⇒ Unifi Switch

⇒ Aruba WIFI AP

⇒ Unifi WIFI AP

Storage Requirements

⇒ Synology Disk Station DSM 7.2 or higher

⇒ 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 3rd party support vendor who is deemed responsible.

⇒ Services reliant on Databases must have an in-house DBA for support or a delegated 3rd party support vendor who is deemed responsible.

⇒ It is the clients responsibility to make sure all 3rd party or in-house support is capable of meeting their Service Level Agreements.