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Minimum Requirements for Businets Managed IT Support Service Customers

1. All devices must have a manufacturer supported Operating system, hardware, and firmware
2. All systems computer systems, servers, switches, firewalls must have an active hardware support agreement in place. If the system is not eligible for hardware support, then all work performed on the system will be billed at Time & Material.
3. Business class Internet connectivity 300 MB or better
4. Sufficient Fortinet Firewall or Businets approved firewall device
5. Sufficient Barracuda Backup Appliance or Barracuda Cloud to Cloud backup solution or another Businets approved solution
6. Provide detailed specifications for any new requirement for modifications or expansion of services and support.
7. Maintain an active support agreement for all third-party software applications.
8. Designate a representative to act as a liaison with Businets Inc. This representative has the authority to place orders for additional services and or products as needed.
9. Participate and cooperate in any as needed system test.
10. Providing Businets Inc. with updated information about changes such as the designated representative or additions or changes to the hardware and software environment of the site.
11. Establish internal procedures for coordinating requests to Businets Inc. on a new requirements or modifications to the existing network.
12. Promptly respond to routine inquiries from Businets Inc. employees relating to Businets Inc. services.
13. Designate a contact person for Businets Inc. Help Desk and Technical Support personnel.