

## Re: Proactive or Reactive service?

**Source:**

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**From:** Rick F (*rick.REMOVE\_at\_rdfts.REMOVE.com*)

**Date:** 03/19/05

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I suppose that my concept of services is simpler but somewhat similar in nature.

Monitoring monthly service

Hourly Rate

Pre-paid block of hours

I offer a monitoring/patch service for as low as \$100 per month for SBS clients. Most of my clients pre-pay for a block of hours and I just deduct my work from it and inform them when the block is low and they usually replenish it. If they don't purchase a block of hours then it is just by the hour and billed for Net10. My discount is basically free hours depending how large the block of hours. If they purchase a block and also are on the monitoring service, then I deduct 2 hours per month.

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Rick Faria - MCSE / A+

RDF Technical Services - [www.rdfts.com](http://www.rdfts.com)

Email: support at rdfts dot com

"TK - M/T Box Computers" <terry@removethis.mtboxcomputers.com> wrote in message news:OmoyiKMLFHA.1916@TK2MSFTNGP12.phx.gbl...

> Thanks for posting Rick. I'm not quite done with my outline yet, but it  
> is basically intended to get my non-service agreement clients on either a  
> service agreement, a retainer agreement, or just monthly service at my  
> normal rates. Obviously in business the primary goal is to make money.  
> However, my business partner and I love technology, are big SBS fans, and  
> firmly believe that monitoring and normal maintenance are the BEST way to  
> prevent system down-time and assure everything continues to run smoothly.  
>

> In the end, I will end up with four groups of clients. In essence, they  
> are as follows:

>  
> Service agreement clients: these are clients that are under a yearly  
> service agreement for XX hours per month at a discounted rate. These  
> hours cover monitoring, normal monthly maintenance, and general onsite  
> support (planned and unplanned). These clients are billed monthly for the  
> support, and are free to use the support hours as they see fit. Any  
> overage of hours, as well as parts and materials, are billed the beginning  
> of the following month.  
>

> Retainer agreement clients: much like the service agreement clients,  
> except they are not bound to a yearly agreement, but much like with a

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> lawyer they must carry a positive balance for their retainer account.  
> These clients also receive a discount as well as normal maintenance. This  
> assures us that our services are covered.  
>  
> Call-before-service clients: these are clients that we call on a monthly  
> basis and notify them of work/maintenance/service that needs done (at  
> least that which we are aware of). The client then has the ability to  
> agree or defer. This is really intended for clients that realize they  
> need monthly maintenance but don't want to commit to anything. There is  
> no discount for these clients, but they still receive regular monitoring  
> (daily reports, etc.) that will be billed monthly.  
>  
> The remaining clients will be under no agreements or obligations, will not  
> receive any discounts, and will not receive monitoring. These clients  
> will be in 'reactive' mode only. With luck we will not have any SBS  
> clients in this category (this should be reserved for our residential  
> clients!).  
>  
> As a side note, all of the above services are based on discounted hourly  
> rates, but the client still pays for what they use. Therefore, I feel  
> okay with including the removal of spyware as the client is still paying  
> for this time and it would be in their best interest to prevent this  
> occurrence. We also do our best to train our clients on how to prevent  
> this from happening.  
>  
> Sorry this post is so long, but hopefully it will help others.  
>  
> -TK  
> M/T Box Computers  
>  
>  
> "Rick F" <rick.REMOVE@rdfts.REMOVE.com> wrote in message  
> news:eHEFAoKLFHA.732@TK2MSFTNGP12.phx.gbl...  
>>I personally would not include spyware cleanup as this could eat your  
>>lunch  
>> unless the prerequisite was to purchase anti-spyware software (not the  
>> free  
>> scan on-demand ones...something like CounterSpy). I have spent hours and  
>> hours messing with spyware all because of users that have no concern what  
>> they download and install (none of it ever has a business purpose). And  
>> sometimes having to reformat and install everything back. I think you put  
>> cleanup as a monthly routine, the owner is going to think, big deal about  
>> spyware, Terry is going to clean it up for the same cost that I am  
>> already  
>> paying him monthly. You charge him for spyware cleanup, his/her attitude  
>> will change in regards to what their employees on putting on the  
>> computers.  
>> What I have done, is have a seminar with all the employees AND BUSINESS  
>> OWNERS to educate them on spyware which surprisingly helps more than you  
>> think. But if a computer has spyware because of the actions of an  
>> irresponsible employee, that is by the hour buddy. :-)  
>>  
>> Curious, what were you planning on charging for your service contact to  
>> do  
>> this?  
>>  
>> --  
>> Rick Faria - MCSE / A+  
>> RDF Technical Services - www.rdfts.com  
>> Email: support at rdfts dot com  
>>  
>>

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>> "TK - M/T Box Computers" <terry@removethis.mtboxcomputers.com> wrote in
>> message news:OvwsTY8KFHA.2648@TK2MSFTNGP14.phx.gbl...
>>> The backup logs and test restores are good, and as you mentioned should
>>> be looked at. I'm comfortable with the AV every 30 days because we have
>>> Trend Micro at all of our SBS sites. Basically this is just a look to
>>> make sure things are still working correctly. If virus activity were to
>>> dramatically go up, we would receive an automatic email letting us know.
>>>
>>> Thanks for you input, and maybe with lots of input it will help all of
>>> us with providing proactive service to our clients (or our own systems
>>> for the business owners out there that monitor this NG).
>>>
>>> -TK
>>> M/T Box Computers
>>>
>>>
>>> <wedor> wrote in message news:uRKG0T8KFHA.2952@TK2MSFTNGP10.phx.gbl...
>>>> How about testing the back-up by restoring random files and checking
>>>> the logs. I check the back-up logs daily.
>>>>
>>>> I don't know that I would want to wait a month to look at some things
>>>> like A-V, a lot can happen in 30 days if someone's system isn't
>>>> updating properly or the server program isn't functioning correctly
>>>>
>>>> I do updates when they come out, waiting doesn't always seem prudent.
>>>>
>>>> I think proactive is superior but it is difficult to sell to some
>>>> clients as they just can't or won't see the advantage. I had a client
>>>> who would have accused me of wasting their money if I patched for
>>>> possible problems, they had no issue with paying me for emergency calls
>>>> to fix the damage when they got hit by something that could have easily
>>>> been prevented. I also find it easier to prevent than to try to clean
>>>> up all the little odds and ends that keep popping up later if you don't
>>>> find all of the damage right away.
>>>>
>>>> I forget which bug it was but in the summer of 2003 I patched most of
>>>> my clients against a possible bug except the one that would have
>>>> accused me of wasting thier money, they were the only company affected
>>>> when it hit and paid far more to fix it then than they would have if I
>>>> had patched them first, they never even consider the cost of downtime
>>>> for their own employees.
>>>>
>>>> You can lead these people to logic but you can't manke them think.
>>>>
>>>> "TK - M/T Box Computers" <terry@removethis.mtboxcomputers.com> wrote in
>>>> message news:%23w01XF8KFHA.2796@tk2msftngp13.phx.gbl...
>>>>> I'm working on a proposal for some of our SBS clients that are not
>>>>> currently under a support agreement. In the proposal I want to
>>>>> outline some of the things that should be done on a consistent basis
>>>>> to prevent/avoid small issues becoming major issues. I was curious
>>>>> how many of you simply respond to client issues as they arise, or how
>>>>> many are proactively taking care of the client networks.
>>>>>
>>>>> Ideally I would like to outline some of the services that should be
>>>>> addressed on a monthly basis. Some of the things I've listed are:
>>>>> Daily review of server performance reports and usage reports
>>>>> Monthly service packs/updates/security fixes on the servers and
>>>>> workstations
>>>>> Monthly review of the server AV console (check for patterns, updates
>>>>> are okay, etc.)
>>>>> Monthly checks/updates of antivirus software for all machines
>>>>> Monthly checks/cleanup of spyware / malware / adware for all
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