

A Managed Service

So you can get on with discovery!

We provide a managed service with each QBox deployment to ensure your field systems and data are in good shape. QBox is robust and reliable. So you can get on with discovery.

Includes:

- Automated system monitoring
- Remote desktop support
- Data protection & security
- Backup services
- GIMS specialist support

QBox is ready-to-use and pay-as-you-go.

Managed Services – So you can get on with discovery!

What do our Managed Services provide?

Standard Operating Environment (SOE)

An SOE provides a known and supportable environment for both the customer and the QBox support team. An SOE reduces the cost and time to configure, deploy, maintain, support and manage your information technology and processes. These benefits are all passed to the customer. The QBox SOE includes backup protocols and virus protection.

Environment Upgrades and Backups

QBox provides the latest updates for your software, which have been tested prior to release into your environment.

Each time you connect to the internet, your QBox deployment performs automated checks. It will also conduct routine backups of your data, ensuring your assets are managed securely.

Support Specialists

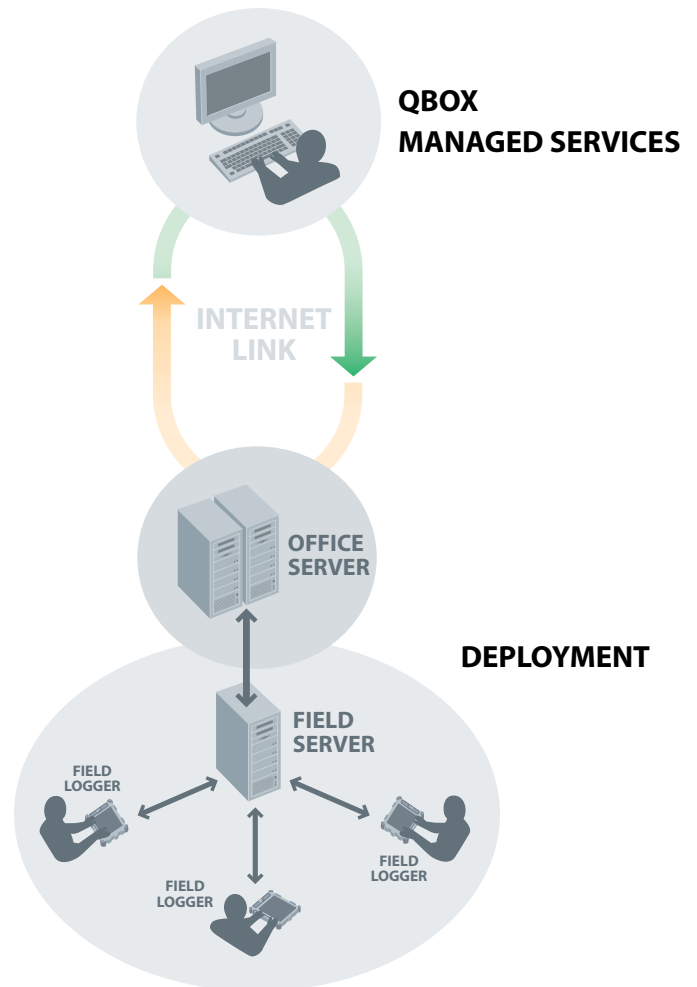
Our Geoscientific Information Management System (GIMS) specialists all have professional qualifications and experience in the industry. Our team supports the entire deployment, from the hardware issues through to workflows and practices. We can assist you by phone, email and/or web interface.

How we do it!

All components of a QBox deployment are monitored and managed remotely and transparently. Monitoring software is installed with each deployment to collect data about the performance of your system (e.g. backup status, installed software, hard drive and RAM performance, virus protection etc). The deployment is monitored so our team can rectify any issues proactively thereby maximising system availability.

Any issues are logged in our support ticket system. Users can log in to view their system status.

The QBox team is constantly monitoring new technology to improve the way we deliver our solution to you.



Business Benefits

- **Reduced hardware redundancy for short term projects**
- **No capital expenditure on hardware procurement**
- **Hardware reporting and monitoring**
- **Remote desktop support**
- **Virus scanning and firewall protection**
- **Back up and business continuity practices**
- **Reduction in repetitive and time consuming tasks**
- **Experienced GIMS Specialist**

● 24 Moreau Mews, Applecross, Western Australia 6153 P PO Box 933, Canning Bridge, Western Australia 6153

T +61 8 9316 6600 F + 61 8 9316 6699

Email: sales.qbox@acquire.com.au

Web: www.acquire.com.au/qbox

