



**The Lucky Charm**



5 Star IT Solutions is providing an IT services package specifically for The Lucky Charm Newsagencies.

*“5 Star have been managing our IT throughout 2021. I have full trust and confidence with the services that Terry and his team provide. They are there to support our IT when we need it”* - **Jason Roberts, TLC Noranda**

# 5 Star IT Solutions Support for The Lucky Charm

## CONTENTS

Page 3: Computer and Network Audit

Page 4: Virus and Malware Protection

Page 5: Proactive Monitor and Reporting

Page 6: POS Software Offsite Backup

Page 7: Google / Microsoft 365 Cloud Backup

Page 8. Professional Services

Page 9: Service Summary and Price

Page 10: Online Registration Portal

*“5 Star have been managing our IT throughout 2021. I have full trust and confidence with the services that Terry and his team provide. They are there to support our IT when we need it” - Jason Roberts, TLC Noranda*

---

Best Practices: Have your IT infrastructure set up as it needs to be

Managed Services: We take care of the services so you don't have to

Peace of Mind: Sleep well at night knowing your business is protected

---

# Computer and Network Audit

*Make sure your IT Systems are running and performing the best they can be.*

- A full Computer and Network Audit
- Operating System Security Audit
- POS Systems Backup Status
- Anti Virus Protection Status
- Report on hardware age and reliability
- Best Practice and other Recommendations

One off fee of \$315 (RRP \$500)

---

Best Practices: Have your IT infrastructure set up as it needs to be

Managed Services: We take care of the services so you don't have to

Peace of Mind: Sleep well at night knowing your business is protected

---

3

# Virus and Malware Protection - Fully Managed

*No more wondering if all your computers are licensed, or are you paying for security services you don't use or need.*

BitDefender is a global leader in Anti Virus and Malware Protection.



\$5.25 / computer / month (RRP \$6)

Best Practices: Have your IT infrastructure set up as it needs to be

Managed Services: We take care of the services so you don't have to

Peace of Mind: Sleep well at night knowing your business is protected

4

# Proactive Monitoring and Reporting

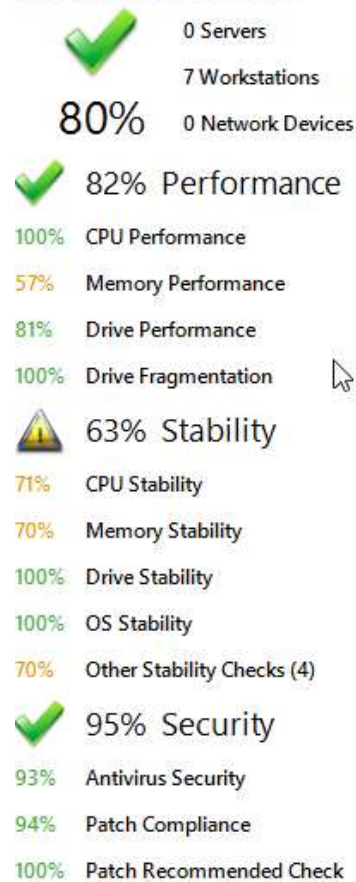
Having the 5 Star Assist software running on your computer is like having your own IT support staff onsite!

## Executive Summary

(May 26, 2021)



### Latest Client Health



### Performance: Top 5 Slower Computers

Computer Name	Average Usage		
	CPU	Memory	Drive
[Redacted]	17%	58%	28%
[Redacted]	5%	71%	6%
[Redacted]	21%	30%	22%
[Redacted]	13%	51%	8%
[Redacted]	1%	54%	12%

### Workstation Drive Utilization: Top 5 At-Risk

Location\Computer	Volume Name	Size	Drive Space Utilized
[Redacted]	Recovery Image	16 GB	85%
[Redacted]	--	118 GB	52%
[Redacted]	(14) Local Disk	237 GB	29%
[Redacted]	(16) --	465 GB	27%
[Redacted]	(29) Windows	217 GB	22%

### Patch Compliance: Top 5 At-Risk

Location\Computer	Patch Compliance	I / NA / F	Patch Status
[Redacted]	87.5%	7 / 1 / 0	Missing Patches
[Redacted]	90.0%	18 / 1 / 1	Failed Patches Missing Patches
[Redacted]	92.9%	13 / 1 / 0	Missing Patches
[Redacted]	92.9%	13 / 0 / 1	Failed Patches
[Redacted]	95.2%	20 / 1 / 0	Missing Patches Agent Offline

## 5 Star Assist Computer and Network Monitoring Tool

- Remote control for instant IT support
- Proactive alerting of potential issues
- Historic records on the performance
- Auto remediation of known issues

\$5.25 / computer / month (RRP \$6)

Best Practices: Have your IT infrastructure set up as it needs to be

Managed Services: We take care of the services so you don't have to

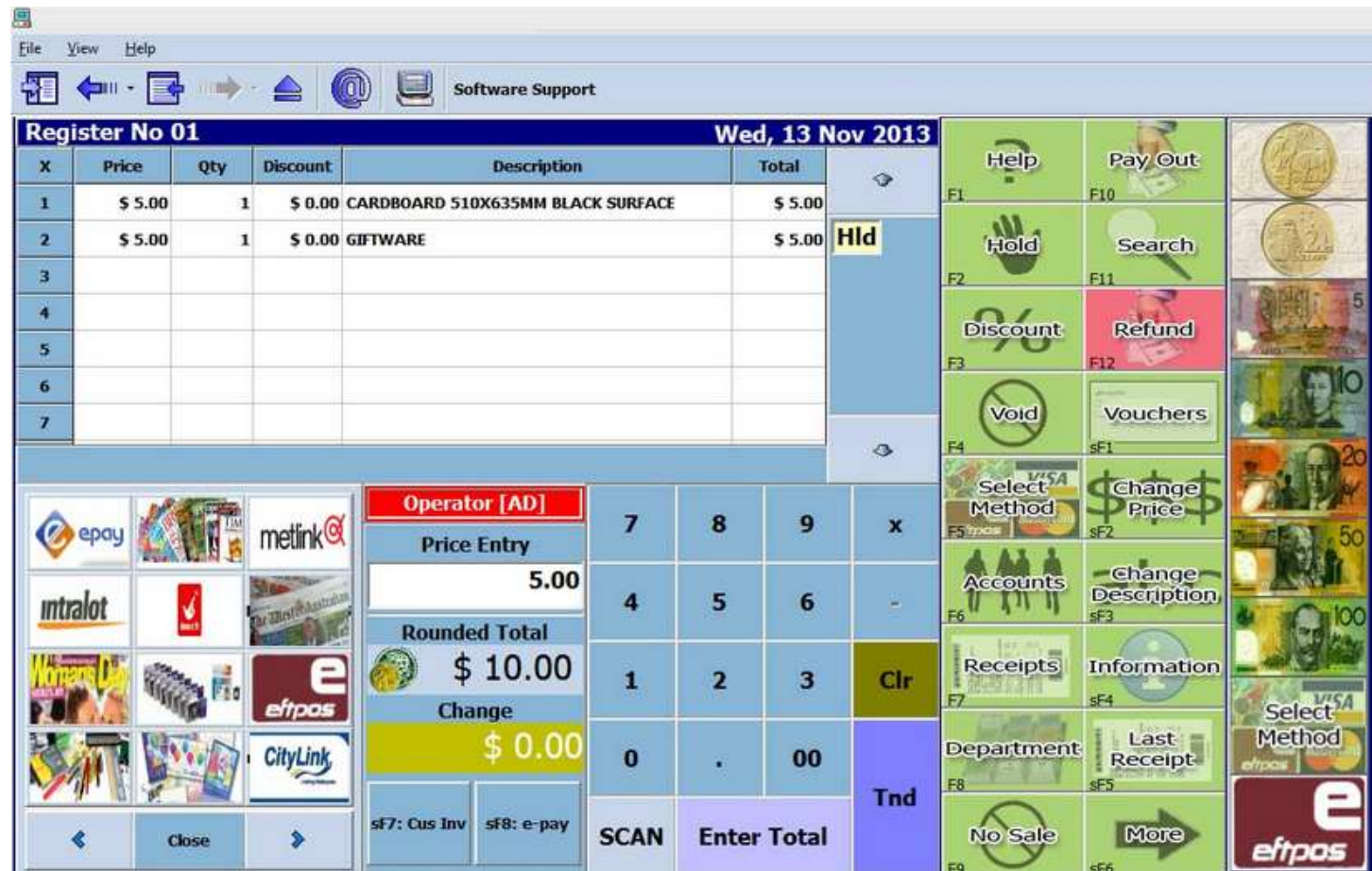
Peace of Mind: Sleep well at night knowing your business is protected



# POS Solutions Offsite Backup

*Backup Protection beyond POS Solutions recommendations*

If your backup's remain connect to your network, you are vulnerable to losing your data



\$10.50 per month

Best Practices: Have your IT infrastructure set up as it needs to be

Managed Services: We take care of the services so you don't have to

Peace of Mind: Sleep well at night knowing your business is protected

# Google / Microsoft 365 Cloud Backup

*“Just because your email is in the cloud, does not mean it is backed up.”*

Whether your email is locally stored, or stored in the cloud, if your data is not backed up to multiple locations, it is not backed up at all.

- Cloud backup for either Google G-Suite or Microsoft 365 including:
  - Google Drive
  - One Drive
  - Sharepoint
  - Teams

5 Star IT Solutions is a Certified Microsoft Partner



\$5.25 / mailbox / month (RRP \$6)

---

Best Practices: Have your IT infrastructure set up as it needs to be

Managed Services: We take care of the services so you don't have to

Peace of Mind: Sleep well at night knowing your business is protected

---

# Additional 5 Star Services

We offer a varied range of IT solutions all designed to provide peace of mind for business owners.

Our Range of services include:

- Professional Support Services, including General IT Support
- Wi-Fi Security and Functionality
- Hardware Procurement
- Network Security and Support
- Microsoft 365 Set up and Support
- Onsite and Remote Support

\$137.50 / hour (RRP \$150)

Contact us at:

Web: [www.5sbs.com.au](http://www.5sbs.com.au)

Email: [info@5sbs.com.au](mailto:info@5sbs.com.au)

Phone: 08 6365 1827

---

Best Practices: Have your IT infrastructure set up as it needs to be

Managed Services: We take care of the services so you don't have to

Peace of Mind: Sleep well at night knowing your business is protected

---



# Service Summary and Price

5 Star IT Solutions can offer the following services to The Lucky Charm News Agencies.

To ensure that your business IT is secure, reliable and running at the highest performance, 5 Star highly recommend the all services

5 Star Service	Standard vs TLC Price	Notes
1: Computer and Network Audit	\$500 / \$315	One off fixed price
2: Virus and Malware Protection	\$6 / \$5.25	Price per Computer per Month *
3: Proactive Monitor and Reporting	\$6 / \$5.25	Price per Computer per Month *
4: POS Software Offsite Backup	N/A / \$10.50	Price per Computer per Month *
5: Google / Microsoft 365 Cloud Backup	\$6 / \$5.25	Price per Mailbox per Month *
6. Professional Services	\$150 / \$137.50	Price per Hour

---

Best Practices: Have your IT infrastructure set up as it needs to be

Managed Services: We take care of your IT so you don't have to

Peace of Mind: Sleep well at night knowing your business is protected

---

All Prices are ex GST

\* - Invoiced Monthly. 1 year minimum term. Service Automatically renewed unless cancelled in writing 30 days in advance

# Online Registration Portal

<https://www.5sbs.com.au/tlc>

The screenshot shows a web browser window with the URL <https://www.5sbs.com.au/tlc/>. The page header includes the 5 Star Business Solutions logo, contact information (phone: (08) 6365 1827, email: info@5sbs.com.au), and a navigation menu with links for HOME, SERVICES, REMOTE SUPPORT, WHY 5 STAR?, and CONTACT US. The main content area features the logos for The Lucky Charm and 5 Star Business Solutions. Below the logos is the heading "5 Star IT Solutions for The Lucky Charm" followed by three paragraphs of introductory text. The text explains that 5 Star IT Services have partnered with The Lucky Charm to provide standardized IT services. It states that the form will help understand the store's IT setup and requirements, and that a representative will contact the user after completion. It also invites users to contact 5 Star IT Services if they have any questions. Below the text is a form titled "IT and Network Information" with six input fields: Store Name, Store Address, Contact Name, Contact Phone Number, Contact Email Address, and How many computers do you need managed (a dropdown menu).

**Best Practices:** Have your IT infrastructure set up as it needs to be

**Managed Services:** We take care of the services so you don't have to

**Peace of Mind:** Sleep well at night knowing your business is protected