Monthly support report September 2026

Client: **Studio Verdi accounting firm** Plan: **Support, 8 hours/month** Period: **1-30 September 2026**

01 At a glance

99.97%	14	30/30	5.5 h
average service availability	updates installed	nightly backups OK	used of the 8-hour plan

A quiet month: every service stayed available except for 22 minutes of planned downtime for the business app upgrade (in the evening, after office hours) and a 13-minute hosting provider outage on the website. Every nightly backup succeeded and the quarterly restore test passed.

Plan hours: 5.5 used · 2.5 left



02 Work done this month

DATE	TASK	HOW	HOURS
03/09	Monthly server, NAS and firewall updates: 14 in total	remote	1.5
09/09	New front-desk employee: account, mailbox, VPN and folder permissions	on site	1.5
15/09	Business app upgraded to version 2026.3, in the evening after office hours	remote	1.0
18/09	Recovered an Excel file deleted by mistake, from the previous night's copy	remote	0.5
25/09	Quarterly restore test and certificate check	remote	1.0
	Total		**5.5**

03 Service availability

SERVICE	AVAILABILITY	DOWNTIME	NOTES
Files and folders (NAS)	100%	0	–
Business app	99.95%	22 min	planned downtime on 15/09, 19:00-19:22
Mail and VPN	100%	0	–
Firm website	99.97%	13 min	21/09, hosting provider outage

04 Backups

WHAT	RESULT	DETAIL
Nightly copy to the NAS	30/30 OK	average run 41 min
Encrypted off-site copy	30/30 OK	90 versions kept
Restore test (25/09)	OK	business app restored on a spare PC in 19 min

05 To keep an eye on

- NAS disk 3 has 2 bad sectors: it still works, we suggest replacing it within 3 months (about €90, the disk is not covered by the plan).
- The antivirus licence expires on 15/11: we'll send you the renewal quote in October.
- Two front-desk PCs are more than 6 years old: consider replacing them in the 2027 budget.

06 In October

Monthly updates on 1/10, NAS disk replacement if approved, firewall rules review.