



Helping
Small
Businesses
Achieve
Greater
Success
Through
Essential
Technology
Solutions



BENEFITS

- ✓ Significantly improved overall system reliability and performance
- ✓ IT spending focused on issue avoidance and service optimization rather than 'fighting fires'
- ✓ Predictable network and system management costs
- ✓ Improved security
- ✓ An outsourced IT management solution

PROACTIVE: Network Management, Maintenance & Monitoring

Program Elements	Included Services
Proactive Server	Advanced Performance Monitoring Key Application Maintenance OS Patch Management Scheduled Preventative Maintenance
Proactive Workstation	OS Patch Management Scheduled Preventative Maintenance Availability Monitoring
Proactive Backup	Backup Deployment & Configuration Backup Performance Monitoring Backup Software Updates Scheduled Backup Jobs
Proactive Support	Quarterly Network Health Review Additional Network, End-user & Network Support Billed at T&M Rates
Proactive Security	Anti-Virus Monitoring & Management Anti-Spam Monitoring & Management
Proactive Network	Router/Switch Monitoring





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FULLY MANAGED: Fully Fixed Fee IT Outsourcing

BENEFITS

TOTAL COST PREDICTABILITY

- A single monthly fee for a complete IT solution
- Lower total cost of ownership and management

SYSTEM RELIABILITY & PERFORMANCE

- Highest level of response to issues
- Minimize risk of intrusion, data theft and lost productivity

FOCUS ON YOUR CORE COMPETENCE AND NOT YOUR NETWORK

COSTS LESS THAN HIRING INTERNAL IT STAFF

Program Elements	Included Services
Managed Server	<ul style="list-style-type: none"> Advanced Performance Monitoring Configuration Management Key Application Maintenance OS Patch Management Real Time Server Optimization Scheduled Preventative Maintenance
Managed Workstation	<ul style="list-style-type: none"> Advanced Performance Monitoring Configuration Management & Enforcement OS Patch Management Real Time Workstation Optimization Scheduled Preventative Maintenance
Managed Network	<ul style="list-style-type: none"> Firewall Management & Maintenance Router Monitoring Switch Monitoring
Managed Security	<ul style="list-style-type: none"> Anti-Virus Monitoring Hosted Anti-Spam Integrated Anti-Virus Management Regular Vulnerability Scanning
Managed Backup	<ul style="list-style-type: none"> Backup Deployment & Configuration Backup Performance Monitoring Backup Software Updates Scheduled Backup Jobs Data Center Replication & Disaster Recovery Planning
Managed Support	<ul style="list-style-type: none"> Monthly Network Health Review Unlimited Network, End-user & Network Support

