

## Computer & Network Support ... Support You Can Trust

### Maintenance & Monitoring

		Basic	Premium	Optional
<b>Monitoring</b>	Our monitoring platform continually watches key components on your network and lets us know about problems before they impact your operations.	✓	✓	
<b>Proactive Maintenance</b>	Best practice computer maintenance which includes regularly scheduled temp file cleanups, anti-virus and spyware removal, hard drive optimization to make sure your computer is running at peak performance.		✓	
<b>Patch Management</b>	Apply Microsoft released operating systems and application updates. Platform checks for available patches and installs them where they are needed on your network. Detailed reports ensure that all of your systems have required updates.	✓	✓	
<b>Inventory/Asset Reporting</b>	Always be up to date on what hardware and software you have on all devices.		✓	
<b>Remote Management &amp; Support</b>	We provide remote management to covered devices to resolve any alerts received from your equipment. Response and resolutions to these alerts can be provided 8x5 or 24x7x365.		✓	
<b>Performance Reporting</b>	Regular reports are generated outlining key server and network device performance. These reports help plan for future upgrades and identify weaknesses that threaten overall network performance and reliability.	✓	✓	

### Security

<b>Centralized Anti-Virus/Anti-Spam</b>	We provide and monitor licenses for each monitored device. Central management and identification of virus threats helps prevent the infection from spreading to other computers on the network.		✓	
<b>Email Anti-Virus/Anti-Spam</b>	Checks every e-mail sent or received, providing full protection from e-mail-borne threats. Supports MS Outlook. Once detected, viruses are cleaned or quarantined.		✓	

### Backups & Disaster Recovery

<b>Snapshot Backup Service</b>	Snapshot backup solution takes full snapshots of your servers as often as every 15 minutes, including open files, SQL and Exchange. Data is stored on provided storage appliance for immediate file or full system restores. Full system made available immediately in instant virtual environment. Data can be replicated offsite to increase protection. No tapes to change or transport. No hardware, backup software, or agents to buy or renew.		✓	
<b>Offsite Backups</b>	Critical data is automatically and securely backed up offsite. Data stored in redundant, secure offsite data centers across the country. Customer data is completely secure and accessible only to the assigned client.		✓	

### Add On Services

<b>Hosted Email and Web Site</b>	Cost effective and reliable hosting service. Hosted Exchange Mail combined with Sharepoint increases business productivity.			✓
<b>Website Development</b>	We can get you up and running with a professional, marketing enabled website that you can easily maintain.			✓
<b>IT Staffing</b>	Our professional staffing services provide the right resources for your short term, long term project or permanent placement needs.			✓

