

## Program Features

- **Scheduled Preventative Maintenance** ensures that your servers, PCs and other vital network devices function optimally. This improves reliability and security
- **Monthly account management** dedicates time to review reports and issues that are important to the ongoing performance of your network. We translate technology into business terms for you
- **Security Management** uses properly designed and implemented security solutions to keep your business protected
- **Patch Management** ensures all of your Windows servers and PCs have the most up-to-date security and system patches, helping to optimize performance and minimize security risk
- **Network Operations Center:** Our NOC team is available to assist with all your support needs, delivering support remotely and actively monitoring your systems for critical failure

**24x7 Advanced Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally

Program Elements	Layered Approach
<b>Proactive Server</b>	<ul style="list-style-type: none"> <li>• 24x7 Advanced Performance Monitoring</li> <li>• Key Application Maintenance</li> <li>• Microsoft and 3rd Party Patch Management</li> <li>• Scheduled Preventative Maintenance</li> </ul>
<b>Proactive Workstation</b>	<ul style="list-style-type: none"> <li>• Microsoft and 3rd Party Patch Management</li> <li>• Scheduled Preventative Maintenance</li> <li>• Availability Monitoring</li> </ul>
<b>Proactive Backup</b>	<ul style="list-style-type: none"> <li>• Backup Deployment and Configuration</li> <li>• Backup Performance Monitoring</li> <li>• Data backup offsite to secure and compliant facilities</li> <li>• Scheduled Backup Jobs</li> </ul>
<b>Proactive Support</b>	<ul style="list-style-type: none"> <li>• Quarterly Network Health Review</li> <li>• Business planning and strategy consulting</li> </ul>
<b>Proactive Security</b>	<ul style="list-style-type: none"> <li>• Anti-Virus Monitoring and Management</li> <li>• Perimeter level mail Monitoring and Management</li> </ul>
<b>Proactive Network</b>	<ul style="list-style-type: none"> <li>• Router/Switch/Firewall Performance Monitoring</li> <li>• Ongoing core network preventative maintenance</li> </ul>

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Network Optimization to Drive Productivity

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