

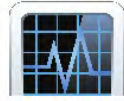


# What Can Remote Monitoring and Management Do For Your Business?

Our remote monitoring and management (RMM) platform continually monitors the stability and security of your IT network so you can experience maximum network uptime, increase your efficiency and focus on your core business functions. Benefits include:

- Less time spent on IT concerns is more time spent nurturing your customers and growing your business.
- Regular maintenance and support services are performed stealthily without disrupting your employees or workflow.
- Customized reporting provides complete visibility into your network health and IT assets, allowing for timely budgeting of IT expenses.
- Managed services ensure your IT network and assets remain operational for a pre-established monthly fee, allowing you to avoid unexpected expenses and reducing your overall IT costs.
- Our RMM allows mobile access to customers, ensuring 24/7 service and support.
- We can handle all recurring maintenance tasks so you don't have to, including Windows updates, disk defragmentation and disk cleanups to ensure your devices are properly updated and maintained at all times.
- All system maintenance is performed during off-peak hours to minimize disruptions to your network.

## Available Services



### Remote Management

Remote monitoring and management of your workstations, servers, routers, printers and other network devices to ensure your IT network is always healthy and secure. Most IT support and management tasks are performed remotely, non-intrusively and effectively without interrupting your workflow.



### IT Asset Management

Identification, tracking, auditing and management of all workstations, servers, printers, routers and mobile devices from acquisition through disposal to ensure your IT assets are in compliance with all licenses, have the proper configurations, and can be tracked and located if needed. IT asset management also enables you to more accurately plan and budget for future IT purchases.



### Patch Management

Identification and automatic updating of all software patches and hotfixes to all of your devices, giving you the peace of mind that all patches are up-to-date and your system will continue running at optimal performance.



### Network Monitoring

Monitoring and controlling critical items in your infrastructure through powerful monitors and scripts to ensure potential issues are identified and resolved before they can affect your network performance.



### Print Management

Monitoring of ink levels, paper levels and number of pages printed, in addition to remotely initiating, stopping or resuming print activity eliminates printer downtime.



### Hardware and Software Inventory

Collection and tracking of hardware and software inventory from Linux, Mac and Windows operating systems so you have a complete record of all your IT assets.



### Hosted Email

Continuous monitoring of the health and performance of mission critical hosted email services to stop spam and viruses before they infect your network.



### Threat Management Services

Monitoring of the Windows event log and immediate remediation of critical events safeguard your network against unexpected crashes and data loss.



### Software Deployment

Installation of software and services to one device, a group of devices or to one or multiple locations ensures no device is overlooked when installing new or updated software.



### Antivirus Services

Effective management and detection of continually evolving threats and malicious software attacks, including protection from spyware, spam and phishing scams to ensure your IT network is secure. Our antivirus services include comprehensive monitoring and deployment of virus definitions and updates so you know your system is always protected.



### Backup & Storage Services

Comprehensive protection of operating systems, applications, configurations, settings and data for Windows® and Linux® servers, workstations and laptops, and virtual environments to ensure your data is protected and recoverable. Our RMM platform also enables us to accurately monitor backup status in real-time, as well as perform on-demand actions such as disabling, enabling, creating, editing, deleting, starting or canceling backup jobs. Data recovery is available from physical machines, virtual machines and the cloud.

## Additional Services



### Mobile Device Management (MDM)

Management of Apple iOS® and Android™ platform mobile devices, including effortless enrollment of new and existing devices; configuration of devices to enforce company policies and procedures; collection of relevant hardware and software data; and implementation of safety policies and restrictions, including password requirements, number of login attempts before a device locks, app store accessibility and auto-wipe actions in case of a misplaced or stolen device. Whether devices are personally owned or company provided, MDM lets your employees enjoy the benefits of remote connectivity while keeping your company information safe and secure.



### Customized Reports

Customized reports provide insight into your IT system, including executive summaries, status reports, configuration and inventory statistics, keeping you informed of the services you receive and the status of your IT network.



### Technical Support Services

Your employees will receive fast, secure, remote technical support. Our built-in help desk ticketing system and on-demand tunnel vision streamlines technician response time for quick and efficient resolution of all employee support issues.



**Contact us today for an analysis of your IT infrastructure and to determine which services are right for your business.**

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