

Managed Services

Servers- Server Support

24X7 Remote Technical Support (via NOC), unlimited

The Service Desk / NOC provide a comprehensive O/S and hardware maintenance and support service for all clients' servers. The ability to service this equipment remotely ensures a rapid turnaround and maintains the quality of your server assets. The Service Desk manages the database of servers supported by IT and also maintains detailed service histories for all servers. Remote maintenance, troubleshooting, escalation, resolution and monitoring are all driven from here.

On-Site Technical Support (via Field Engineer), unlimited

The field engineering team is dispatched to our client's sites when necessary for both responsive support issues as well as preventative maintenance to servers. Unlimited onsite service is available during normal business hours when, our technicians need to travel on-site to perform hardware maintenance, proactive problem diagnosis and repairs.

On-Site Technical Support (via Field Engineer), limited –Subtract \$100

The field engineering team is dispatched to our client's sites when necessary for both responsive support issues as well as preventative maintenance to servers. 2 hours per month of onsite support is available during normal business hours when, our technicians need to travel on-site to perform hardware maintenance, proactive problem diagnosis and repairs.

Microsoft Windows Server O/S Management

Unlimited, troubleshooting with problem resolutions common Windows™-based error messages, persistent pop-ups, crashes, periodic rebooting and browser issues.

Microsoft Windows Server O/S Patching

Patching automatically MS security and O/S updates on a regular bases to client's servers and desktops.

RedHat (Fedora) Linux Management and Support

We manage installations of the Red Hat distribution of the Linux operating system as well as provide patch management, O/S and hardware support service.

Server Maintenance (Application)

We provide ongoing maintenance, updating and support of certain server-based applications (such as antivirus, business applications, etc.).

Server Maintenance (Hardware and O/S)

We conduct scheduled maintenance of server equipment ensures reliability and continued high quality service. Optimizing hard drive performance, clearing logs & temp files, O/S patch updates, and other check listed maintenance items.

Server Performance Monitoring (Applications and Hardware)

Our NOC will be Monitoring of the ongoing health, performance and errors in server-based applications and server hardware components.

Server Performance Monitoring (O/S)

Monitoring of the ongoing health, performance and errors in server-based Operating Systems (Windows, Linux, Unix).

Server Application Support

We offer operating system (O/S) support for client servers and for resolving issues that arise with applications for client services such as email, calendaring, web servers, backup etc.

Microsoft SQL Management

Install, configure and manage SQL Server with an emphasis on optimizing performance and security.

MySQL Management

Design, configure, implement and support MySQL enterprise database deployments.

Desktop Antivirus Management

ANTIVIURS IS INCLUDED IN BUNDLE

Every server connected to the client network is required to run antivirus software, so we provided business-grade antivirus as part of your managed services subscription. This forms the second line of defense against viruses- ensuring that if infected files are opened on client server, the virus is identified and file access stopped, preventing further infection.

Security Performance Monitoring, Antivirus

We'll provide continuous monitoring of the client's antivirus software, including information such as viruses detected/quarantined, virus definition updates, and whether the application is running properly on each server.

Virus Disinfection

For our clients who utilize our recommended antivirus/spyware application and Internet Browsing Policy on their workstations and laptops. We provide disinfection services, ensuring the complete recovery of any computers infected during outbreaks of any given virus with labor included.

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Warranty Packages

Limited Extended Warranty, I.T. Hardware **Included with unlimited On-site**

Our server hardware warranty plan includes replacement of failed device components specified in this warranty. Warranty covers the replacement of one (1) workstation power supply and/or comparable hard drive.

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Optional Feature Packages

Pre-Purchased Blocks of On-Site Support

We offer bulk discounting for clients who pre-purchase a block of support hours. There is some flexibility in the consumption of these hours (will be referenced in the client's service agreement).

Virus Disinfection

For client who don't utilize our recommended antivirus/spyware application. We provide disinfection services, ensuring the complete recovery of any computers infected during outbreaks of any given virus at an hourly rate.