



Focus on Your Business - Not Your Technology

Like all businesses, you depend on your network. Have you ever needed to send an important email or access vital information, but the system or data was inaccessible? Traditional support models have you call for help, and wait for a technician to be dispatched to troubleshoot the problem. This model forfeits precious uptime for diagnosis, travel and repair - all on your dime. We've put an end to that.

Service	Status	Transition	Probe/Agent	Last Scan Time
AV - Security Center	●	2007-07-06 09:47:55	Complex Inc.	2007-07-09 13:14:20
CPU (VM) - "CPU0"	●	2007-07-06 09:47:55	Complex Inc.	2007-07-09 13:44:21
Disk (VM) - "C:"	●	2007-07-06 09:47:55	Complex Inc.	2007-07-09 13:44:19
Intel® vPro™ Status	●	2007-07-06 09:47:54	Complex Inc.	2007-07-09 13:59:15
Memory (VM)	●	2007-07-06 09:47:55	Complex Inc.	2007-07-09 13:44:23
Windows Service - "DHCP C..."	●	2007-07-06 10:23:17	Complex Inc.	2007-07-09 13:54:22

"Our technology monitoring yours - always"

Our responsive offering gives you the assurance that your organization's IT infrastructure receives the required level of support. Built on the strength of our suite of tools and our renowned customer service, we respond rapidly to changes in the health of your network and applications, and to your requests for help. Efficient troubleshooting means that we get you up-and-running faster than ever.

Our enterprise-class IT support and monitoring capabilities empower us to dramatically reduce the time it takes to diagnose and resolve network problems or failures. This translates into increased employee productivity and cost savings for you. In some cases, problems can be avoided before they even happen.

Do these issues plague your business?

- **Email failures?** Has your email server ever been down when you need to send an important message or document?
- **Network neglected?** Is yours perceived as a "necessary evil" and not as integral to improving business performance?
- **Not staying current?** With increasing network complexity, do you struggle to keep up with IT advancements and security threats?

Program Advantages:

- **Prevention of network problems and failures:** Through early detection of impending issues, we can work to resolve many issues before they can affect your network and your employees' productivity.
- **Reduced network downtime through proactive maintenance:** Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.
- **Lower support costs through our preferred customer rates:** Through participation in our managed services program, for any service work performed, you receive access to our preferred service support rates.



Program Features:

- **Network Monitoring** constantly tracks the performance of your network – bandwidth, errors and other key indicators. This means your users always have a stable computer tool.
- **Monitoring of Your Backup Solution** ensures the backup of your important corporate data occurs as scheduled and without error, protecting your organization from data damage or loss.
- **Windows Patch Verification** checks if your PCs and servers are running the most recent versions of their Windows operating software, and provides reports and recommendations.
- **Priority Response** is given to you. Under this support solution, you are entitled to faster response benchmarks and your issues are escalated ahead of non-priority clients.
- **Access to Specialized Skills** is available when needed. Use our team of security, networking and database consultants for projects that require skills outside of your staff's capabilities.
- **Quarterly Network Health Review** 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.

Standard Features	Description
Networking Control	Monitoring and continuing maintenance of your LAN, WAN, domain and VPN
Networking Basics	Monitoring the vital statistics of your routers, switches and VPN equipment
Backup Essential	Monitoring the success of your onsite backup solution
Essential Monitoring	Monitoring the essential elements of your business' IT assets
Remote Response	Technicians work remotely on your network to resolve issues
Onsite Response	Technicians are dispatched to your office when IT support issues arise
Asset Reporting	Greater control of your IT assets through regular audits of what you have
Priority Client Response	As a preferred client, you are awarded priority response levels to support issues
Premium User Support	Helpdesk services for PC users, with incident-based on-site billing
Essential Server Monitoring	Monitoring of the vital systems of your servers
Projects and Integration	New rollouts, VoIP, integration, software upgrades, hardware installs – we do it all
IT Consulting	Network health reports, regular IT strategy meetings and procurement assistance



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