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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. In some cases, making multiple trips for parts! This model forfeits precious uptime for diagnosis, travel and repair - all on your dime. We've put an end to that.

Service	Status	Timestamp	Probes/Agent	Last Scan Time
SMTP Security Logger	OK	2007-07-08 09:47:58	Complex Inc.	2007-07-08 12:14:22
SMTP Mail "SMTP"	OK	2007-07-08 09:47:58	Complex Inc.	2007-07-08 12:14:21
SMTP Mail "SMTP"	OK	2007-07-08 09:47:58	Complex Inc.	2007-07-08 12:14:19
SMTP Mail "SMTP" Status	OK	2007-07-08 09:47:54	Complex Inc.	2007-07-08 12:13:18
Mailbox (SMTP)	OK	2007-07-08 09:47:58	Complex Inc.	2007-07-08 12:14:22
Mailbox Service - CH32 C	OK	2007-07-08 10:20:17	Complex Inc.	2007-07-08 1:04:22

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 technical 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?

- **Downtime impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?
- **Untimely network failures?** Not knowing what will fail and when, and then having to wait for a technician to arrive?
- **Email failures?** Has your email server ever been down when you need to send an important message or document?

Program Advantages:

- **Lets you focus on your business:** We are your networking watchdog, enabling you to focus on your core business activities instead of managing a network or its problems.
- **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.
- **Proper allocation of your IT budget:** Target your IT spending. With our proactive approach, we can do more with less, empowering you to allocate your IT budget where it will have the greatest benefit.



Program Features:

- **Network Monitoring** constantly tracks the performance of your network – bandwidth, errors and other key indicators. This means your users always experience a stable environment.
- **24x7 Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- **Server Configuration Management** provides the utmost in security and productivity by designing, deploying and enforcing standardized server configurations.
- **Firewall Availability Monitoring** ensures that your firewall remains connected and functioning, providing the protection you require.
- **PC Health and Performance Monitoring** verifies your organization's computers are running in a stable and secure fashion. We are monitoring for health, error conditions, and overall performance of PCs.
- **Remote Backup Service** regularly backs up your critical data to a remote location and provides retrieval services should you need them.

Standard Features	Description
Complete Server Monitoring	Monitoring of the health and performance of your servers and shared applications
PC Care & Maintenance	Ongoing preventative maintenance of your PCs to make them reliable and secure
Networking Control	Monitoring and continuing maintenance of your LAN, WAN, domain and VPN
Priority Client Response	As a preferred client, you are awarded priority response levels to support issues
Security Necessities	A secured network perimeter, policies and managed virus protection
Email & Messaging Services	Management of your email, spam filtering and mobile messaging services
Remote Response	Technicians work remotely on your network to resolve issues
Asset Reporting	Greater control of your IT assets through regular audits of what you have
License Compliance	Verifying the software you own is what is really being used by your employees
Email Hosting	We can host your email application for the highest reliability possible



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