

Keep your systems running at their best

Monitored System Health

Through a series of health checks, we provide 24/7 monitoring of your systems. Checks, such as hard disk space, failed login attempts, and service failures, help us understand the system state should issues arise. Checks continuously monitor your system, providing real-time health information to our monitoring “dashboard” allowing us to react more proactively should a problem occur.

Monitored Patch Management

Keeping your software up to date with the latest security updates is crucial when it comes to protecting your system as a whole. With patch management services, we ensure that all the necessary updates are being installed promptly. Patching includes many of the more commonly found software on PCs today such as Adobe Reader, Java, and other 3rd party software and applications. Patches are approved within our system and then released to workstations and servers on a scheduled basis.

Protect your systems from unwanted threats

Monitored Anti-Virus

Through the choice of two different AV engines, we monitor the status of unwanted software, as well as, its removal. We can ensure that scheduled scans are occurring and report on what those scans find and remove.

Monitored Web Protection

This background service helps protect the user from accessing potentially harmful websites which may infect their PC with malware, spyware, and viruses, or spy on the user’s activity. We block a full array of sites from pornography to social media and other questionable sites.

Protect your network and your data

Monitored Network

We provide 24/7 monitoring of what devices are connected to the network. We can see the current status and a history of what has been connected to the network and when. With this feature, we can help put your mind at ease that no rogue devices are connected to the network, or identify devices that may cause harm or conflict on the network.

Risk Intelligence

Sensitive data left exposed on systems pose a significant risk to your customers. Often, companies amass large amounts of confidential personally identifiable information, including social security numbers, driver's license numbers, credit card information, and more in dispersed persistent storage. Unwanted exposure of this information can result in substantial liability costs. Our Risk Intelligence scans root out sensitive data and potential vulnerabilities no matter where they are stored, and provide actionable insights for sensitive data protection. With this information, we can map out a mitigation plan to help better protect sensitive data and bring your systems into HIPPA and PCI compliance.

Monitored Data Protection / Disaster Recovery

Data protection and Disaster Recovery uses a hybrid methodology to store system backups both onsite and in the cloud. This approach provides for quick recovery from the local store, as well as, the added protection of offsite storage of backup and recovery file. The service can be applied to workstations and servers alike and provides recovery features such as File-Level Recovery, Bare Metal Recovery, as well as, Virtual Recovery to any in-house or third-party virtual machine provider. For example, if your office space has suffered a catastrophic disaster, we can bring your systems back up in Microsoft’s Azure or Amazon Web Services getting your company back up and running in no time.

Support for your systems when you need it

Remote Support Sessions

This service provides remote access to the user's system so we can assist with anything that is not working as expected. Remote sessions are interactive, so we can see what the user is doing, and the user can see how to correct the issue. Sessions can be scheduled or, when possible, occur as the first response to a trouble call.

Support Desk Portal

Users with monitored support have full access to our support portal web page. Here they can submit trouble tickets as well as keep track of current and previous support requests. When the user submits a trouble ticket, we are notified and immediately start the resolution process. A complete record of communication and resolution is kept within the system for the user's review and reference.

Service Packages

Remote Monitoring and Management

- ✓ **Monitored System Health**
- ✓ **Monitored Patch Management**
- ✓ **Monitored Anti-Virus**
- ✓ **Monitored Web Protection**
- ✓ **Monitored Network**
- ✓ **Remote Support Sessions**
- ✓ **Support Desk Portal**

Priced per User

Includes 1 PC/Workstation and up to 4 additional personal computing devices such as Smartphones and Tablets.

Unassigned PCs are treated as an additional user.

Volume Discounts Apply.

Data Protection and Recovery

- ✓ **Monitored Data Protection / Disaster Recovery**
- ✓ **Encrypted Data Storage**
- ✓ **File-Level Recovery**
- ✓ **Bare Metal Recovery**
- ✓ **Virtual Machine Recovery**
- ✓ **Support Desk Portal**

Fixed Price per Server/ Workstation

Data limits and volume discounts may apply.

Risk Intelligence Assessment

- ✓ **PCI Scan**
- ✓ **Security Scan**
- ✓ **Data Breach Scan**

Contact us.

Mitigation costs will vary based on the assessments.