

Secure Care Program

Has the loss of a critical application at an inopportune time ever cost your business revenue? What about employees sent home early or resorting to pen and paper, waiting for the network to be fixed? Downtime and lost productivity impact your bottom line.

Do you have trouble budgeting for IT from year to year, or even from month to month?

Ever wonder if there is a better, more reliable and predictable way to manage your entire network?

Secure Care is the ideal fixed-price solution for organizations that demand the utmost in network reliance and quality service. Backed by a Service Level Agreement, **SecureCare** addresses your critical IT needs by:

- **Ensuring sustained and continuous access to your discrete business service applications** such as accounting, scheduling, communication, email, web applications and others
- **Guaranteed predictability of your IT labor spending** – No more emergency fees! No maintenance overage, or help desk charges. One monthly fee is all you pay!
- **Providing the highest priority response for network issues** – if something unpreventable does occur on your network, you will move to the top of the service queue, where we will immediately begin work on resolving the issue and getting you back to business fast
- **Optimizing network performance** – we provide unlimited preventative maintenance activities on those devices that support your critical business applications
- **Total support for your employees with unlimited Helpdesk access**
- **We are your outsourced IT department**
We will be your single point of contact for all of your IT service and support needs. We work with your hardware and software vendors on your behalf to remediate any of your support issues

Network Peace of Mind

Fixed Cost IT — it's that simple! For a fixed monthly fee, **Secure Network Services** will work with you to understand your business availability needs and budget concerns. We will run a baseline assessment of your existing infrastructure to understand any potential weaknesses. Then we will custom tailor a service level agreement that defines your expectations and needs. Then we'll deliver on it. It's that simple.



Services Provided:

- Availability, Performance & Predictive failure monitoring for all network devices & services
- Site Assessment and Critical Review of your Network and related business workflow
- Complete inventory and tracking of all of your software and hardware
- Unlimited Proactive Maintenance on all network devices
- Unlimited Network Service Desk and Emergency Support
- Unlimited End User Helpdesk Support
- Monthly Comprehensive Reporting
- Highest Priority Response
- Quarterly and Fiscal Year End Consultation, Strategic Planning and Budgeting Sessions
- One fixed, monthly price

SecureCare	Included
Network Monitoring	
CPU, disk, memory	✓
Event logs	✓
Services (Processes)	✓
Verification of Backups	✓
Anti-virus and Anti-spyware Activity & Definitions	✓
Firewall Monitoring	✓
Patch Level Management	✓
Email and Website Performance Monitoring	✓
Windows Server Monitoring: Exchange, SQL, Terminal Services, IIS	✓
Email and SMS Alerts	✓
Technical Support	
Help Desk	Unlimited
Onsite and Remote Support	Unlimited
Remote Response Time	4 hours
Maintenance	
Install Service Packs	✓
Check disks for corruption and fragmentation	✓
Test firewall security	✓
Inventory of hardware and software	✓
Visio diagram of the network	✓
Test backups by restoring several files	✓
Additional Services	
Network Health Assessment	✓
Network Security Audit	✓
Emergency Disaster Recovery	✓
IT Consulting	✓
Budgetary Planning and Policy Development	✓
Monthly Reporting	✓
New Server Installations and Upgrades	Fixed-price Project
New 3 rd Party Application Deployment	Fixed-price Project

Our Secure Care Program can address your critical business needs by:

- **Availability, Performance and Predictive failure monitoring** to ensure your key business resources such as servers, applications, and many other devices and services are functioning optimally and efficiently
- **Enabling continuing business productivity by proactively** detecting and resolving issues BEFORE they happen through scheduled preventative maintenance activities that are designed to keep your network operating as efficiently as possible
- **Safeguarding the integrity of your network** by providing regular checkups to ensure that operating system patches, antivirus updates and other important elements of your network are being proactively guarded. We reduce the likelihood that your network will be compromised by a virus, worm, hacker or other malicious attack
- **Access to a wealth of IT expertise, tools and experience:** Our staff has over 20 years of combined experience and is accredited by Cisco, Microsoft, HP, CompTIA, Novell and others. We use industry-leading management tools to provide you with the highest level of service possible
- **Backup System Monitoring** to ensure that your system backups occur as scheduled and that your important business data is backed up properly
- **IT Consulting Services** to help you rationalize your IT spending, enabling you to make more informed business decisions – it's the CIO expertise without the CIO price tag!
- **Comprehensive reporting** to continually inform you about the current health of your network and to outline the work performed
- **Priority Response** when unforeseen emergency issues do arise you move to the front of the service queue