

Secure Assist Program

A Helping Hand

As an IT Administrator, you know your network better than anybody else. Your job is stressful, hectic and challenging. Although you are doing a great job managing your organization's day-to-day IT operations, you seem to be spending more and more of your time fighting fires rather than working on more important, higher-valued projects. At the end of the day, are you thinking: "There must be a better way to managed all of this"?

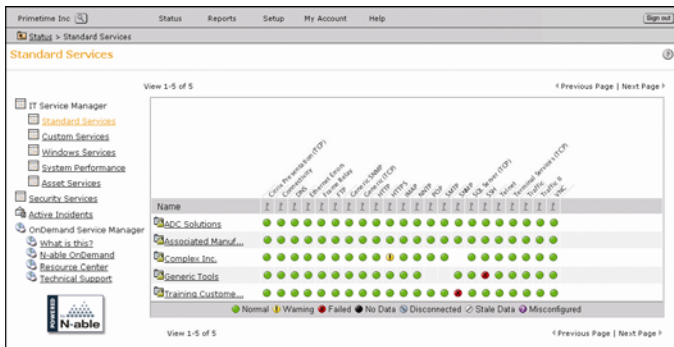
Of course there is! With **Secure Assist**, we can bring structure to your day and instill a sense of calm within your IT Department. Through access to our award-winning availability and performance monitoring solution, you will continually have an 'eye' into the health and inner-workings of your own network. Instead of fighting fires, you will be able to predict and prevent most of your network issues. And when network problems do arise, you will be able to pinpoint the root cause of the problem and begin remediation almost immediately. If required, you will also have priority access to supplemental service support from our team of experienced, highly specialized engineers and technologists. All of this for a fraction of the cost of hiring an additional resource!

Services Provided:

- Admin access to monitoring, notifications and report-generation solution
- Availability, performance and predictive failure monitoring
- Collaborative notification profiles
- Proactive maintenance on supported network devices
- As needed access to supplemental support resources:
 - Security
 - Networking
 - Server support
 - Storage & data management
 - Application support
 - After hours and weekend emergency support

Benefits

- Dramatically improved efficiency of your MIS group without additional headcount
- A window into your network that provides immediate incident detection through automatically-generated notifications & alerts
- Increased incident avoidance
- Comprehensive trending reports and analysis to help rationalize current and future IT expenditures
- Cost effective access to specialized skills, should you require them



"We recommend SecureNet Services Inc. to other companies that are looking for the best resource in network design and support services."

Michael Buchsbaum
ATI

SecureCare	Included
Network Monitoring	
CPU, disk, memory	✓
Event logs	✓
Services (Processes)	✓
Verification of Backups	✓
Anti-virus and Anti-spyware Activity & Definitions	✓
Patch Level Management	✓
Server Performance Monitoring	✓
Email and SMS Alerts	✓
Network Bandwidth Usage	✓
Technical Support	
Help Desk	Unlimited
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	✓
Test backups by restoring several files	✓
Additional Services	
Network Health Assessment	✓
Network Security Audit	✓
IT Consulting	✓
Monthly Reporting	✓
Onsite Support	✓

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

