

## SecureVoice

One of the most difficult aspects about maintaining a VoIP phone system is predicting what may fail and when. Managing it by only reacting to issues can lead to lost productivity. Determining there is a problem, requesting help, waiting for technicians to be dispatched, waiting for diagnosis, and then more waiting for the problem to be resolved – All of this is lost time and productivity to your organization. At SecureNet Services Inc., we have a better way to serve you.

### Why Choose SecureNet Services Inc. as your Technology Support Partner?

We understand that your telephone system constitutes perhaps the most critical system that businesses rely upon – when it becomes unavailable or unreliable, productivity grinds to a halt. Garbled sales calls and missing voice mails translate into lost revenues.

These are all issues that can make your company look unprofessional in the eyes of your customers:

- Gaps in phone calls
- Dropped phone calls
- Poor call quality
- Virus outbreaks
- Lost voicemails due to improper backup processes
- Hardware failure resulting in the complete loss of your phone system

The good news is that they are all problems that can be avoided with proper ongoing maintenance.

With our **SecureVoice Program** we'll have technicians look after your phone system to deal with issues BEFORE they affect your productivity and professionalism.



SecureVoice

### Our SecureVoice Program can address your critical business needs by:

- **Giving you peace of mind:** Let us be your phone system watchdog, enabling you to focus on your core business activities instead of putting out fires
- **Enabling continuing business productivity by proactively** detecting and resolving issues BEFORE they happen through scheduled preventative maintenance activities that are designed to keep your phone system as efficient as possible
- **Safeguarding the integrity of your phone system** by providing regular checkups to ensure that it is being proactively guarded. We reduce the likelihood that your VoIP phone system will be compromised by a virus, worm, or other malicious attack
- **Access to a wealth of VoIP expertise, tools and experience:** Our staff has over 20 years of combined IT experience and is accredited by Shoretel, NEC, Cisco, HP, Microsoft, Novell and others. We use industry-leading management tools to provide you with the highest level of service possible

## Services Provided

- **Availability and Predictive Failure monitoring** for the VoIP phone system
  - ✓ **Phone System, Voice Mail, Switches, and Routers**
  - ✓ **Power over Ethernet and Power Protection UPS equipment**
  - ✓ **Measure bandwidth, latency, jitter, and packet loss** on WAN router connections
  - ✓ **Scan for Quality of Service** problems in the server event logs
  - ✓ **Monitor hardware components** such as CPU, disks, network cards, and memory
  - ✓ **Monitor critical VoIP processes** on the servers to ensure they are running smoothly
  - ✓ **Alert notification** through web, email, and pager
- **Maintenance and Management Activities** – a combination of scheduled on-site, automated, and remote proactive services through a series of preventative monthly checklist of activities
  - ✓ **Backup System Management** to ensure that your voicemails remain intact and are not lost
  - ✓ **Virus Protection Maintenance** to ensure that your antivirus programs are functioning properly so that there is no interruption in phone service
  - ✓ **Patch Level Management** to ensure that pertinent applications are always updated with the latest security patches
  - ✓ **Scheduled onsite technician time** for proactive and preventative server maintenance
  - ✓ **Proactive remote maintenance and support** to avoid interfering with the productivity of your business
  - ✓ **Periodic Firewall Testing and Security Audit** to ensure that your systems are secure
- **Consulting Services**
  - ✓ **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 phone system and to outline the work performed
- **Priority Response** when unforeseen emergency issues do arise you move to the front of the service queue