



Beyond Support

Total network peace of mind. Your time is precious. You have more important issues to deal with than your computer network. It is, however, a critical enabler to your business and in need of attention to ensure it's running predictably, optimally and securely. Our fully managed program is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.



"New capabilities emerge just by virtue of having smart people with access to state-of-the-art technology." -- Robert E. Kahn

Total IT support and management for a fixed monthly price – it's that simple. We provide all of the benefits of an internal MIS department for a fraction of the price of staffing one yourself. We reduce the business impact of IT failures by minimizing their occurrence, and any unforeseen issues are dealt with as a top priority. All aspects of your network are covered: security, data protection applications and hardware.

When you outsource the management of your important IT resources to us, we look upon this as a partnership. Our comprehensive and professional approach means we **are** your IT department. By optimizing your network's performance, it will work at the peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your network. Security, networking, data protection and user support - we handle it all for a single, predictable price.

Do these issues plague your business?

- **Untimely network failures?** Not knowing what will fail and when, and then having to wait for a technician to arrive?
- **Downtime impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?
- **Slow service?** Is your current service provider slow to react to your problems, costing you more in lost time and productivity?

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.
- **Reduced network downtime through proactive maintenance:** Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.



Program Features:

- **24x7 Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- **Preventative Maintenance** ensures that your servers, PCs and other vital network devices function optimally. This improves reliability and security.
- **Network Health Assessment** determines the overall stability of your network.
- **Disaster Recovery** helps you to identify your critical corporate data and to design, implement and manage a comprehensive backup and recovery strategy to protect it from disaster.
- **Priority Response** is given to you. Under this support solution, you are entitled to faster response benchmarks and your issues are escalated ahead of non-priority clients.
- **PC Health and Performance Monitoring** verifies your organization's computers are running in a stable and secure fashion. We monitor for health, error conditions, and overall performance of PCs.

Standard Features	Description
Unlimited Network Support	Unlimited maintenance, response and emergency support of your entire network
Priority Client Response	As a preferred client, you are awarded priority response levels to support issues
Network Maintenance	Preventative maintenance plan with allowance for client support requests
PC Care & Maintenance	Ongoing preventative maintenance of your PCs to make them reliable and secure
Backup Foundation	A managed backup and recovery plan to ensure your data is properly protected
Asset Reporting	Greater control of your IT assets through regular audits of what you have
Security Basics	Ensuring your existing network security investment is doing its job
Networking Control	Monitoring and continuing maintenance of your LAN, WAN, domain and VPN
Networking Basics	Monitoring the vital statistics of your routers, switches and VPN equipment
IT Consulting	Network health reports, regular IT strategy meetings and procurement assistance
Vendor Relationship Management	We interface directly with software vendors on your behalf on all support issues
Remote Response	Technicians work remotely on your network to resolve issues



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