Proactive
SUPPORT

Our innovative managed computer services for desktops combine proactive 24/7 monitoring with real-time reports that can save you time, money, and headaches.
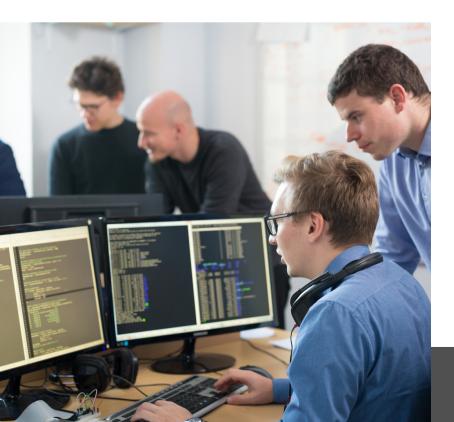
Our customers see almost immediate results as our custom-built-for-you approach to IT asset management goes to work.
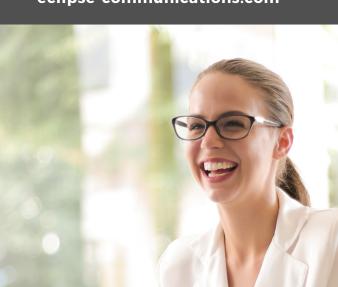
We increase your technology's reliability with robust real-time network assessments and comprehensive preventative maintenance for optimal uptime awareness in the shortest possible timeframe.

Our service works hard 365 days a year for your business!

An IT partner, not provider

Get a custom-built system,
not a one service fits all provider.

Do these issues plague your business?

• Distracted Employees? Do your staff rely on other non-IT employees to deal with distracting IT problems?

• Network Neglected? Is your network viewed as a "necessary evil" and not as integral to improving business performance?

• Downtime Impact? Are IT outages distracting your staff from their core focus or prohibiting them from working productively?
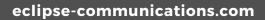
Program Advantages:

· **Increased Productivity:** Continuous insight into your network lets us reduce the business impact of IT failure and dramatically increase mean time to resolution getting your employees back to work.

· **Reduced IT Failures:** Combining preventative maintenance and remote monitoring means we minimize failures that could impact your business. As a result, your network behaves stably and reliably, saving you money.

· **Eliminating Emergency Downtime:** Regular overview with a combination of monitoring and management, we can dramatically reduce or eliminate emergency outages that could grind your business to a halt.

Program Elements	Layered Approach
Proactive Server	· 24x7 Advanced Performance Monitoring. · Key Application Maintenance. · Microsoft and 3rd Party Patch Management. · Scheduled Preventative Maintenance.
Proactive Workstation	· Microsoft and 3rd Party Patch Management. · Scheduled Preventative Maintenance. · Availability Monitoring.
Proactive Backup	· Backup Deployment and Configuration. · Backup Performance Monitoring. · Data backup offsite to secure and compliant facilities. · Scheduled Backup Jobs.
Proactive Support	· Quarterly Network Health Review. · Business planning and strategy consulting.
Proactive Security	· Anti-Virus Monitoring and Management. · Perimeter-level mail Monitoring and Management.
Proactive Network	· Router/Switch/Firewall Performance Monitoring. · Ongoing core network preventative maintenance.

Program Features:

• 24x7 Advanced Performance Monitoring ensures that all the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.

• Scheduled Preventative Maintenance ensures that your servers, PCs, and other vital network devices function optimally. This improves reliability and security.

• Monthly Account Management dedicates time to review reports and issues critical to your network's ongoing performance. We translate technology into business terms for you.

• Security Management uses custom-designed plans and implemented security solutions to protect your business.

• Patch Management ensures that all your Windows servers and PCs have the most up-to-date security and system patches, helping optimize performance and minimize security risk.

• Network Operations Center, Our NOC team is available to assist with all your support needs, delivering support remotely and actively monitoring your systems for critical failure.

Call Eclipse to schedule your free site survey today I 231-421-6279