

### SERVICE BRIEF

# Proactive Managed Server Care

Flat-Rate Managed Server Care is a complete, 24x7x365 server monitoring, remediation, maintenance and management solution.

#### The NOCOLOGY Server Platform



Your servers are the heart of your IT Infrastructure. Any downtime means a massive loss in productivity for your end-users throughout your organization. NOCOLOGY's Managed Server Care combines constant 24x7x365 Server Monitoring with

proactive maintenance to prevent downtime and maintain server availability and stability.

### "You can rest easy, NOCOLGY Never Sleeps"

The NOCOLOGY technology platform has built-in advanced Server monitoring and diagnostic tools, a knowledge base that's ahead of the market to determine what to monitor, a well-trained staff of IT Professionals to watch alerts and categorize them into Critical and Non-Critical events and conduct detailed analysis to solve the problem. Last but not least, Server Care provides includes remote and on-site remediation services.

The Goal is to prevent downtime by keeping your server running by eliminating issues before they affect your users.

#### 24x7 Server Monitoring & Remediation

NOCOLGY provides 24x7 visibility with Remote Monitoring and Management of Servers – including applications designed for Small to Medium Size Businesses (SMBs).

NOCOLGY watches Server alerts, filters the data, conducts problem analysis and also remediates the issues remotely and on-site on a best effort

basis. Upon receiving the Critical Alert, the Directive NOC team looks into the provisioning system and notifies your server team about its occurrence within minutes.

Our experts will then analyze the cause of the problem and resolve the issue. All of this is done without the intervention of your staff. Your staff will gain productivity because our services allows them to re-focus their efforts on your business, instead of chasing IT problems.

#### Bundled Anti-Virus Package and Management

Our NOC conducts checks to ensure Anti-virus signatures are updated on Servers at regular intervals. NOCOLOGY'S Managed Server Care program also comes bundled with Anti-virus network edition and e-mail server edition, if desired.

#### White and Black Listing of Security Patches

NOCOLGY services includes White and Blacklisting of critical Microsoft (OS & application) security patches. The NOC carries out multiple proactive preventive daily and weekly checks, reducing chances of failure.

#### Active Directory Administration

To optimize your internet network infrastructure, NOCOLOGY Server Care includes Active Directory Administration and Policy Management. Network Policies and File/Folder Permissions are managed to ensure internal security, based on protocols necessary to your business.

**Get Proactive! Call Us TODAY!**  
**888.546.4384**

#### BENEFITS

- Slashed costs with our Flat – Rate IT (no more surprises)
- Enterprise-Level care
- Proactive maintenance significantly increases up-time
- Reduction of operational costs, increased profits
- Get valuable time back from your employees and make them more productive by re-focusing their efforts back on your business, not IT
- When used with NDR (NOCOLGY Disaster Recovery) and Server Disaster Assurance, Directive Provides **Guaranteed Server Recovery!**
- **Confidence** in your I.T. Infrastructure, letting you sleep at night

#### FEATURES

- Unlimited Remote & On-Site Support from 8am—5pm.
- 24x7x365 Emergency Support.
- Active Directory Administration & Maintenance
- File, Folder & Share Administration
- Security Administration
- Network Policy Enforcement & Administration
- Managed Anti-Virus Protection
- Comprehensive 360 degree view of your I.T. via the NOCOLOGY Client Portal.

