

### SERVICE BRIEF

# Proactive Managed Network Care

Award Winning Professional Service Platform provides end-to-end Enterprise Level IT management capabilities to eliminate downtime, manage vendors and keep small business technologies running smoothly.

#### Proactive Managed IT

NOCOLOGY'S Network Care is the foundation of our Managed IT Services. Network Care works in concert with your existing IT Department/Service Provider, on its own, or with our other Flat-Rate IT Care Plans.



Our Network Monitoring Service alerts us promptly when there's a problem within your IT Infrastructure. We know about the issue even before you do, and begin troubleshooting immediately.

#### Downtime is Unacceptable

When your network is down, your costs go up. You pay employees for minimal or no productivity, you lose time, you lose sales **and** you have to pay to have the issues resolved at the same time! NOCOLOGY's Network Care is designed to proactively monitor the critical health status of network devices and Line of Business Applications. When devices or applications fail, the issue, the devices, the application and hardware vendors are managed fully to resolution. The proactive service enables your downtime to be kept to minimum interruption. Best of all, it's all included in your flat rate budget.

NOCOLOGY provides Real-Time Remote Management with I.T. Service Support through Proactive Status, Notification, Escalation and Predictive Analysis. We run analysis of your security, manage and implement Firewall policies, run complete intrusion testing, and our 24x7x365 Proactive Networking Monitoring never sleeps.

#### Virtual CIO

You will be assigned a dedicated Solutions Integrator who will manage your account. Solutions Integrators are responsible for your complete satisfaction. They are tireless, dedicated and experienced I.T. Professionals who take your organization and goals seriously. They fulfill a comprehensive list of duties and roles in the management of your IT such as, but not limited to:

- Dedicated Account Manager
- Alignment of I.T. with core business objectives
- Monthly/Quarterly Meetings
- Budget Creation, Management and Review
- Procurement Assistance
- Complete Lifecycle Management
- Platform and software recommendations and configuration support
- Warranty and Vendor Agreement Tracking and Management
- Project Planning
- Staff Outsourcing (Our Staff, your business cards, we can represent your company as your staff)

#### Flat-Rate Advantage

Gone are the days of being 'nickel and dimed' for each device on your network. The NOCOLOGY Flat-Rate IT Services covers:

- Printers and Scanners
- Routers, Firewalls, Switches
- UPS Devices
- Wireless Network
- 24x7 Backup Monitoring, Management and Remediation
- Mobile Phones (Requires Desktop/User Care)

#### BENEFITS

- Budgeted costs with 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 (NOCOLOGY Disaster Recovery) and Server Disaster Assurance, Directive Provides **Guaranteed Server Recovery!**
- **Confidence** in your IT Infrastructure lets 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 & Intrusion Testing
- Network Policy Enforcement & Administration
- Managed Anti-Virus Protection
- Comprehensive 360 degree view via the NOCOLOGY Client portal.

