



COMPLETE CARE

COMPREHENSIVE BEST-PRACTICES MANAGEMENT AND MAINTENANCE FOR YOUR COMPUTER NETWORK

Provide end-users with uninterrupted access to applications and information. Traditional forms of network management fail to affordably deliver the services necessary to consistently achieve this goal. Complete Care is an alternative designed specifically for the SMB.

The Impact of Downtime

There are many components of the IT network that can impact business operations. A malfunctioning desktop can halt the productivity of a single employee, while network components such as switches or routers can halt productivity for large numbers of workers. The costs of restoring operations are generally small compared to the cost of lost productivity or the inability to serve your customers.

An Alternative to Traditional Outsourcing

Complete Care is unique in its ability to reduce downtime by addressing all of these events more efficiently. Sophisticated monitoring and management tools supported by a staff of certified and experienced engineers allow Complete Care to go beyond traditional break/fix support and proactively manage network components to maximize uptime. What's more, we do it for a fixed fee, at price points no one else can match.

- Maximize uptime with proactive network maintenance
- Increase productivity with applications and data that are consistently available
- Stabilize costs with unlimited technical support



THE SMB DILEMMA

Your small business has the same computer needs as a large business. It is just as affected by threats to security, performance and uptime.

Therefore it needs the same attention to network management and maintenance. However, your small business budget does not allow you to hire an IT staff with comprehensive experience, a variety of expertise and the tools to properly manage your network.

Complete Care provides the same network management and support resources available to a large business at a cost that meets your small business budget.

COMPLETE CARE

COMPLETE NETWORK MANAGEMENT IMPROVES EMPLOYEE PRODUCTIVITY

Most outsourced network support for the SMB is reactive. This leaves a significant amount of additional network management work that compromises employee effectiveness. As your company grows, you require network management that addresses all your growing needs, so employees can focus on the work of the company.

BEST-PRACTICES NETWORK MANAGEMENT

Complete Care goes beyond reactive support and includes an integrated SMART service program, based on industry best-practices, and designed to keep your network reliable and your IT costs under control:

COMPLETE CARE FEATURE	BENEFIT
Strategic CTO Planning	<ul style="list-style-type: none">• Trend and performance analysis helps you make informed IT decisions that make good business sense• Consulting services including capacity and project planning ensure that projects are designed properly and implemented with minimum impact
Monitoring 24/7	<ul style="list-style-type: none">• Support engineers stay informed of real-time events that could impact business operations• Triage and troubleshooting times are reduced to improve resolution times• Engineers analyze trends in availability, utilization, and response time to predict future network performance• Corrective action is taken by engineers based on collected data to maximize uptime and system performance
All-inclusive Support	<ul style="list-style-type: none">• Real-time help desk is available with dedicated staff to ensure quicker response times to support issues• Unlimited on-site, remote, and telephone support for hardware and operating systems is standard with Complete Care
Regular Proactive Maintenance	<ul style="list-style-type: none">• Proactive maintenance tasks ensure that systems are immune from security threats and performance issues• Sophisticated software deployment and patching tools allow engineers to update systems without interruption to end-users.• System configurations are managed to keep spyware, adware, and malware from causing performance degradations and security threats
Tracking and Documentation	<ul style="list-style-type: none">• All IT assets are documented including software licenses, hardware assets, maintenance and warranty contracts• Detailed analysis of installed software is performed to help keep your company compliant with licensing, and ensures end-users always have required software available

STABLE NETWORK, STABLE COSTS

Traditionally, an outsourced provider of network services is paid when you experience downtime. The cost of that support is unpredictable, and can increase significantly given the cost of downtime to your organization.

With Complete Care, you pay a fixed fee for the activities required to proactively manage and maintain your computer network. This activity reduces the likelihood of unplanned downtime. Furthermore, you never incur additional cost for support necessary to resolve an issue that affects the network.

THE DOWNTIME EFFECT

If downtime affects your operations and impacts your customers, damage to your company's bottom line and reputation may be harder to fix than the network.