



Technical Support  
International

## Managed Service Support Plans

Our Managed Service Support Plans allow you control the largest single cost of business technology – the hidden costs of lost time and productivity due to technical problems.

We provide an array of essential Server management services on a flat rate subscription basis to small and medium sized businesses. We help you maximize your Server and application uptime to keep productivity levels high. We also minimize the daily hassles involved with using and managing technology, so you can get on with your business.

### Server Support Plan

	I-Watch	I-Mediate	I-Manage
Server Availability Monitoring	✓	✓	✓
CPU Performance Monitoring	✓	✓	✓
Memory Utilization Monitoring	✓	✓	✓
Hardware Health Monitoring	✓	✓	✓
Software Inventory Reporting	✓	✓	✓
On-Going server maintenance	✓	✓	✓
Backup monitoring & reporting	✓	✓	✓
Patch level monitoring	✓	✓	✓
Patch Deployment	✓	✓	✓
Anti-virus management	✓	✓	✓
Anti-Spyware management	✓	✓	✓
SQL server monitoring	✓	✓	✓
Monthly executive reporting	✓	✓	✓
Windows User account administration		✓	✓
E-Mail Server administration		✓	✓
Terminal server administration		✓	✓
Updates for System Management Applications		✓	✓
Unlimited remote remedial support		✓	✓
Unlimited phone remedial support		✓	✓
Periodic on-Site executive briefing		✓	✓
Updates for 3 <sup>rd</sup> party customer Applications			✓
Vendor Management			✓
Unlimited on-site remedial support			✓

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## Managed Service Support Plans

We are dedicated to keeping every end-user in your company productive, protected and satisfied. We routinely clean up each workstation of Spyware, Mal-ware, Internet debris, and temp files; patch them and keep them up-to date with the latest anti-virus signatures. You have a choice to select from our diversified packages help control costs while still providing solutions to the network and computer problems that plague you most often.

We provide world-class services backed by the stability and knowledge of a pool of technical experts. Your business will receive computer, network and IT infrastructure care from a team of technology management professionals. We are at your service 24x7x365. You have just one number to call, no matter what the problem is.

### Workstation Support Plan

	I-Watch	I-Mediate	I-Manage
Workstation monitoring	✓	✓	✓
Software patch level monitoring	✓	✓	✓
Regular Spyware scanning	✓	✓	✓
Anti-virus management	✓	✓	✓
Software patch deployment		✓	✓
Desktop Maintenance		✓	✓
Unlimited remote remedial support		✓	✓
Unlimited phone remedial support		✓	✓
Monthly technical reporting			✓
Unlimited on-site support			✓

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We are dedicated to keeping every end-user in your company productive, protected and satisfied. We monitor each network device to be sure that is functioning at its' optimum. We patch them and keep them up-to date with the latest firmware updates.

You have a choice to select from our diversified packages help control costs while still providing solutions to the network and computer problems that plague you most often.

### Firewall/Security Device Managed Plans

	I-Watch	I-Mediate	I-Manage
Firewall/ Security Device Monitoring	✓	✓	✓
Firmware Update Notification	✓	✓	✓
Detailed Internet Usage Report	✓	✓	✓
Remote diagnosis of problems		✓	✓
Remote Remediation of problems		✓	✓
Firmware Update Installation		✓	✓
Installation of subscription renewals		✓	✓
Temporary Replacement of failed device		✓	✓
Bandwidth Monitoring			✓
On-Site Remediation of Problems			✓

### Network Device Managed Plans

	I-Watch	I-Mediate	I-Manage
Device Monitoring	✓	✓	✓
Firmware Updates		✓	✓
Log Alerts		✓	✓
Remote Diagnosis/Remediation		✓	✓
On-Site Remediation of Problems			✓

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