

sprocket networks
powered by AppServe



Evolution in IT Support

Like all businesses, you depend on your network. Have you ever needed to send an important email or access vital information, but the system or data was inaccessible? Traditional support models have you call for help, and wait for a technician to be dispatched to troubleshoot the problem. In some cases, making multiple trips for parts! This model forfeits precious uptime for diagnosis, travel and repair - all on your dime. We've put an end to that.

Service	Status	Threshold	Probe Agent	Last Scan Time
AV - Security Center	OK	2007-07-08 00:07:08	Complete	2007-07-08 10:44:20
CPD (MSB) - CPU	OK	2007-07-08 00:07:08	Complete	2007-07-08 10:44:20
DB (MSB) - CPU	OK	2007-07-08 00:07:08	Complete	2007-07-08 10:44:20
MSB (MSB) - CPU	OK	2007-07-08 00:07:08	Complete	2007-07-08 10:44:20
MSB (MSB) - CPU	OK	2007-07-08 00:07:08	Complete	2007-07-08 10:44:20
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*"Monitoring,
Management and
Hosting Solutions for
when it counts!
"*

Our responsive offering gives you the assurance that your organization's IT infrastructure receives the required level of support. Built on the strength of our suite of tools and our renowned customer service, we respond rapidly to changes in the health of your network and applications, and to your requests for help. Efficient troubleshooting means that we get you up-and-running faster than ever.

Our enterprise-class IT support and monitoring capabilities empower us to dramatically reduce the time it takes to diagnose and resolve network problems or failures. This translates into increased employee productivity and cost savings for you. In some cases, problems can be avoided before they even happen.

Do these issues plague your business?

- **Costly talent?** Struggling to justify expensive IT staff with specialized skills? Challenged in cost justifying it?
- **Time crunch?** Not enough time in the day to accomplish everything necessary to keep your own network optimized?
- **Network neglected?** Is yours perceived as a "necessary evil" and not as integral to improving business performance?

Program Advantages:

- **Lets you focus on your business:** We are your networking watchdog, enabling you to focus on your core business activities instead of managing a network or its problems.
- **Protection of your IT investment:** With ongoing professional maintenance, your most critical network devices will always be as stable and as reliable as the day they were first installed.
- **Help in managing your network infrastructure:** We track the details and makeup of your network hardware, allowing you to make informed decisions about which IT assets need upgrading or replacement, and when to do it.



Program Features:

- 24x7 Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- Network Monitoring** constantly tracks the performance of your network – bandwidth, errors and other key indicators. This means your users always experience a stable environment.
- Firewall Performance Monitoring & Maintenance** monitors your corporate firewall for alerts or attacks and ensures it remains up-to-date with the latest patches, firmware and software version updates.
- Hosted Application Monitoring** ensures your ASP or application hosting company is meeting its stated guarantees and that you receive the level of availability and service you are paying for.
- Regular Reports** allow us to keep you updated, between review meetings, on our support performance and how your network has been functioning.
- Self-Service Portal** provides a convenient self-service Web site to request help, track issues and find answers. Avoid costly support calls for issues that aren't emergencies.

Standard Features	Description
Essential Server Monitoring	Monitoring of the vital systems of your servers
Complete Server Monitoring	Monitoring of the health and performance of your servers and shared applications
Essential Monitoring	Monitoring the essential elements of your business' IT
Complete Monitoring	In-depth health performance monitoring of all elements of your business' IT
Standard Reporting	Network and server health reporting
Hosting Services	Hosting of your servers and critical business applications in our data center
Email Hosting	We can host your email application or server for the highest reliability possible
Networking Basics	Monitoring the vital statistics of your routers, switches and VPN equipment
Networking Control	Monitoring and continuing maintenance of your LAN, WAN, domain and VPN
Security Basics	Ensuring your existing network security investment is doing its job
Security Necessities	A secured network perimeter
Outsourced CIO	Business impact reporting and IT optimization

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