

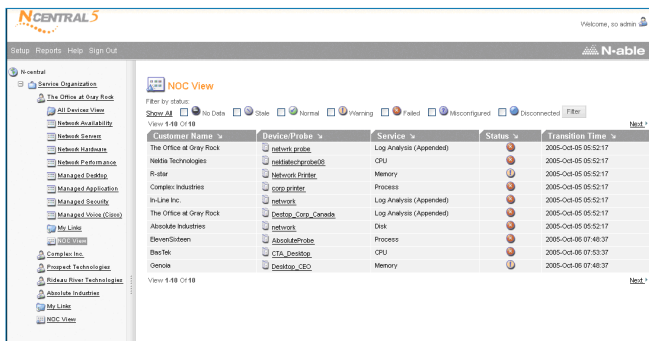
## ProactiveIT<sup>2</sup> Gold

### OUR EYES ON YOUR NETWORK

At Squaretree Managed Services, we have been working hard to enhance your IT experience by introducing proactive services to our support offering.

*“Technology is the #1 budget item after HR, yet it is the least understood. Allow us to use our expertise to help you reduce your maintenance costs and increase the service, quality, and reliability of your IT infrastructure.”*

One of the hardest things in maintaining a computer network is predicting what may fail and when. Managing a network by only reacting to issues can lead to lost time. Determining there is a problem, requesting help, waiting for technicians to be dispatched, waiting for diagnosis, and then more waiting for the problem to be resolved—All of this is lost time and productivity to your organization. At Squaretree, we have a better way.



### Choose Squaretree Managed Services as your Technology Support Partner

We can help keep your key business tools like email and internet up and running by working to reduce the number, severity and duration of issues that you experience. With our ProactiveIT<sup>2</sup> Gold Program we'll have technicians looking after your network to deal with issues BEFORE they affect your productivity as well as taking care of the regular maintenance items that help keep issues from happening.

*Our Proactive IT<sup>2</sup> Gold Program can address your critical business needs:*

*“Squaretree has given me peace of mind. Now I’m confident that when I come into work in the morning, our network will be working properly.”*

FUTURE FUNDING

*“Because we rely so heavily on electronic medical records, the peace of mind that ProactiveIT has provided by preventing downtime, is invaluable.”*

NORTHERN CALIFORNIA CARDIOLOGY ASSOCIATES

### Benefits

- **PEACE OF MIND** Let us be your network watchdog, enabling you to focus on your core business activities instead of putting out fires when network disruptions occur
- **ENABLING CONTINUING BUSINESS PRODUCTIVITY** by proactively detecting and resolving many issues BEFORE they become problems through scheduled preventative maintenance activities that are designed to keep your network operating as efficiently as possible
- **SAFEGUARDING THE INTEGRITY OF YOUR NETWORK** by providing regular checkups to ensure that operating system patches, antivirus updates, and other important elements of your network are being proactively guarded. We reduce the likelihood that your network will be compromised by a virus, worm, hacker, or other malicious attack
- **ACCESS TO A WEALTH OF IT EXPERTISE AND EXPERIENCE:** Our staff has over 50 years of combined experience and is accredited by Microsoft and others in Network Services Expertise



On Time, In Budget, Beyond Expectations

## ProactiveIT<sup>2</sup> Gold

### Category

Server & Network Monitoring	Included*
CPU, Disk, Swap on Servers and Workstations	☑
Services (operating programs)	☑
Backup Success Periodic File Restore Test	☑
Anti-virus Activity & Definition File Updates	☑
Firewall Availability	☑
Patch Level Management	☑
Anti-virus Management	☑
Email Performance	☑
Microsoft Windows Event Log	☑
Windows Server: Exchange, SQL, ISA, Terminal Services, IIS	☑
Network Support	
Continuous Proactive Monitoring	☑
Scheduled Maintenance Tasks both remote and on-site	☑
Reactive Support	10% Discount
Additional Services	
Quarterly Network Health Assessment	☑
Virtual CIO Consulting	Semi-annual or on request review
Reporting	Quarterly

\*Ask us for a customized quote

### ProactiveIT<sup>2</sup> Gold includes:

- **Availability Performance and Predictive Failure Monitoring** to ensure your key business resources such as servers, applications, and other devices and services are functioning optimally and efficiently
- **Backup System Monitoring** to ensure that your system backups occur as scheduled and that your important business data is backed up properly
- **Virus Protection Monitoring and Maintenance** to ensure that your antivirus programs are functioning properly and updates to your system are being received and installed
- **Patch Level Management** to ensure that the Windows servers in your network are always updated with the latest security patches
- **Email Performance Monitoring** to monitor all the essential elements of your MS exchange server to ensure the highest level of reliability and optimization
- **Scheduled Onsite Technician Time** for proactive and preventative server maintenance
- **Proactive Remote Maintenance and Support** to avoid interfering with the productivity of your business
- **Network Health Assessment** to determine the overall stability of your network
- **IT Consulting Services** to help you rationalize your IT spending, enabling you to make more informed business decisions—it's the CIO expertise without the CIO price tag!
- **Comprehensive Reporting** to continually inform you about the current health of your network and to outline the work performed
- **Priority Response** when unforeseen emergency issues do arise, you move to the front of the service queue



On Time, In Budget, Beyond Expectations