

## ProactiveIT<sup>2</sup> Platinum

### OUR EYES ON YOUR NETWORK

Is your network constantly costing you more than you expected? Are you never sure if you are going to have problems? Do you wonder what to do or who to call when it's slow or email stops working? Does your network vendor care or do they have you at their mercy?

ProactiveIT<sup>2</sup> Platinum is Squaretree's premier program for clients who want to have their mission critical network serviced for a fixed monthly fee. ProactiveIT<sup>2</sup> Platinum is a step above hiring your own IT staff but at lower cost. With this service, you have access to the knowledge, resources, and tools of the entire Squaretree IT Network team of experts.

Advantages include proactive monitoring of your network 24/7, highest level of priority, on-site inspections monthly, and a preferred discount rate of 15% on all network infrastructure project requirements. No need to worry about vacations and sickness leaving you high and dry...we cover those for you! In addition, we provide a help desk service for users to ask questions about how to use the network services provided. This is an inclusive service for the midsize company that knows downtime is very expensive and that staff productivity is one of the most important aspects of their success.

### Benefits

- Faster and more efficient diagnosis through continuous monitoring
- Reduced costs, higher productivity
- Immediate fixes during regular business hours
- Proactive Patch Management of critical and non-critical systems
- Security monitoring
- Reduced risk through license and asset management
- Customized program to meet your exact needs
- On-site routine inspections by one or more key networking professionals
- First priority in the service queue
- Unlimited service desk tickets
- Unlimited help desk calls
- Personal CIO to help guide long term needs
- 15% discount on infrastructure project work

### Why Choose Squaretree Managed Services as YOUR Technology Support Partner?

*"As a loyal Squaretree customer who started smaller, our needs have continually been met by Squaretree's cost-effective methods."*

NORTHERN CALIFORNIA CARDIOLOGY ASSOCIATES

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

- **Fixed Monthly Price** for your network and help desk services. Squaretree is on the hook to make sure it's working smoothly
- **Only Additional Fees** are for projects such as upgrades and expenses such as replacement parts, new equipment or support contracts from third party software/hardware vendors
- **Remote Monitoring Alerts** notify our network engineers of problems, many times before you notice a symptom
- **Immediate Remediation** during regular business hours
- **Patch Management.** Squaretree Managed Services will provide 24/7 monitoring of patch levels, remote installation and updates of patches on all covered equipment
- **Security Service Monitoring Alerts.** Provide 24/7 monitoring and alerts for agreed upon IT security devices/measures. Squaretree's staff will respond to any detected security incident(s) based on severity



On Time, In Budget, Beyond Expectations

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### 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	
Unlimited Help Desk Support	☑
Unlimited Repair Support On or Offsite	☑
Fixed Labor Cost to keep your System Maintained	☑
Discount on Project Based Services	15%
Additional Services	
Quarterly Network Health Assessment	☑
Virtual CIO Consulting	Semi-annual or on request review
Reporting	Quarterly

\*for work done during normal business hours

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

- **Proactive Preventative Maintenance Support.** Our team will conduct monthly, scheduled, proactive services on your network. We will ensure that all devices are as functionally efficient as possible
- **All Services needed during normal business hours to repair your covered devices.** This includes changing a hard drive and recovery from normal backup, replacement of broken equipment, working with vendors and users, etc. After-hours work, if requested, is available at a nominal extra charge
- **Squaretree Support Desk and/or Help Desk Managed Services.** Your staff has questions we answer. Printer not getting a print job? We will figure out why. Email not getting sent out or getting bounced back? We will figure that out too. If it's a network or workstation issue we'll get it working



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