

ProactiveIT² Silver

OUR EYES ON YOUR NETWORK

Like all businesses your size, you depend on your network to perform at its peak. How often have you wanted to send an important email only to find that the email server was down? How often have you wanted to access some important client information, but the database or file was inaccessible?

In today's competitive environment, you cannot afford to fall behind, and a partnership with Squaretree Managed Services will help prevent this. Since 1992, Squaretree Managed Services has developed an unmatched level of expertise in serving the unique needs of small businesses. Now through our ProactiveIT² line of managed services we can bring you support previously available only to the largest corporations.

Squaretree Managed Services ProactiveIT² Silver program can address your IT needs by:

- Monitoring the critical health status of your network devices and applications, such as your email or internet connection
- Remotely diagnosing problems
- Working quickly to resolve any issues, so that you can get back to business as quickly as possible

The ProactiveIT² Silver program **will reduce downtime by dramatically shortening the time from failure to issue resolution.** At Squaretree Managed Services we will monitor the availability of your critical services, and at the first sign of trouble, immediately inform you of the issue. You can also pre-arrange for our technicians to automatically begin the remediation process on critical devices—you'll never know there was a failure!

Why Choose Squaretree Managed Services as YOUR Technology Support Partner?

"Squaretree Managed Services allowed our teams to focus their energies on revenue generating solutions, instead of day-to-day hardware and network maintenance."

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
- **HIGHER LEVELS OF EMPLOYEE PRODUCTIVITY** by allowing us to watch your network, we will reduce the business impact of IT failure by shortening the mean time from failure to issue resolution
- **COST SAVINGS MONITORING** will allow us to immediately determine the root cause of any network issue, thereby reducing the timely task of issue diagnosis from hours to mere minutes—resulting in cost savings in the end
- **INTRODUCING ACCOUNTABILITY AND TRANSPARENCY INTO YOUR ISP OR OTHER HOSTED APPLICATIONS** because we can monitor the connectivity of your internet connection and other hosted applications, we can provide reporting around the actual delivery of such services—all designed to ensure you are receiving the level of service you are paying for
- **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

ProactiveIT² Silver

Category

ProactiveIT² Silver \$299

Server & Network Monitoring	Availability Monitoring
Windows Server Monitoring: Exchange, SQL, ISA, Terminal Services, IIS	☑
UPS Monitoring	☑
CPU, Disk, Swap	☑
Services (Processes)	☑
Verification of Backup	☑
Firewall Availability Monitoring	☑
Patch Monitoring	☑
Anti-virus Activity	
Anti-virus Management	
Microsoft Windows Event Log Monitoring	
Anti-virus Definition File Updates	Optional
Automated Patch Update	Optional
Network Support	
Response Support	5% Discount
Proactive On-site Maintenance	5% Discount
Remote Maintenance	5% Discount
Help Desk End User Support	5% Discount
Additional Services	
Reporting	Quarterly

ProactiveIT² Silver includes:

- **Availability Monitoring**
- **Backup System Monitoring** to ensure the backup of your key data occurs as scheduled
- **Internet Connectivity (and other hosted applications) Assessment** to ensure your ISP is delivering and meeting its stated availability targets
- **Firewall Availability Monitoring** to track the status of your firewall
- **Discounted Service Block** for reactive support
- **Quarterly Comprehensive Reporting** on the health status of your critical network devices
- **Priority Response** over non-contractual customers
- **Automated Patch Management: Optional**



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