

OUR TEAM IS YOUR TEAM



# ADVANCED NETWORK SYSTEMS

THE RIGHT TECHNOLOGY PARTNER

## Managed Network Services

confidence • predictability • productivity • focus

Uncertainty is a business killer. To be successful, companies have to know that their critical IT systems will be available on demand and will keep up with their ongoing business needs. At the same time, companies also have to be able to plan for and justify their IT expenses. Many organizations can't afford to hire an entire IT department of certified technicians to properly manage each aspect of their network. And most find the challenges of continually understanding, implementing and managing their network technology to be an overwhelming job.



That's where an IT partner, like Advanced Network Systems steps in. We specialize in providing technology services to support and maintain your IT network, without crippling your finances. We expertly handle all the day-to-day tasks involved with ensuring your network technology runs reliably and effectively supports your operations. Our total support programs for servers and workstations are an easy and affordable way to ensure maximum uptime from your systems, employee productivity, and the most impactful use of your IT budget. On top of this, our on-demand helpdesk services get your employees the fast, expert help they need, so those annoying desktop problems don't keep them "stuck in their tracks," instead of generating revenue.

Our programs offer the flexibility to provide as much or as little support as you need. So even if you have some in-house IT resources, by covering the often time-consuming "basics," we can free up your IT staff to focus on higher-level, strategic IT functions.

Your IT systems should be an investment for business growth, not a drag on productivity and profitability.

### The Value of Our Managed Services

#### LOWER, PREDICTABLE COSTS

Know how much you're going to spend each month for IT. With no surprise fees for emergency repairs, you won't have to guess about how to plan and manage your budget.

#### MAXIMUM UPTIME & RELIABILITY

With intelligent remote monitoring, we watch over your IT environment 24/7, proactively identifying system events, and keeping small issues from becoming big, expensive ones. When something does fail, our IT experts go to work to fix the problem, minimizing your downtime.

So no more gambling with your employees' productivity and your company's reputation.

#### INVESTMENT PROTECTION

Even when IT systems aren't actually down, they still need to be maintained for best performance. We apply patches and service packs, ensure backups, keep malware at bay, and perform a host of other proactive maintenance services.

This extends the overall lifecycle and maximizes the value of your IT assets over time. So no more underutilizing your valuable technology investments.

#### CONFIDENCE

Feel assured that your IT systems are always available and ready to support your business in the directions you want to go.

# Managed Network: Network Resources

We deliver reliable, high performance network resources that meet the day-to-day requirements of your business, whether you have an IT staff or not. Our intelligent remote monitoring tools and proactive back-office services provide expert, cost-effective IT management. The network resources we manage include systems that are critical to your operations and your employees' productivity – physical and virtual servers, firewalls, SANs, switches/routers, and wireless controllers.

We offer three distinct levels of our Managed Network Services for Network Resources:



Our most basic level of service. We utilize software agents to track and analyze your server activity around the clock. When a system we're monitoring indicates an issue, an alert is generated. Our team will notify your IT staff, so they can take the appropriate steps to correct the issue.

RECOMMEND FOR: ORGANIZATIONS WITH AN AVAILABLE IT STAFF

SERVICE DELIVERY: REMOTE ONLY



Our advanced level of service provides the same system monitoring available at the Alert level, but rather than handing off the alert to your IT staff, we automatically work to resolve it. In addition to system failure remediation, we perform proactive maintenance on your network resources – including system patching and updates – significantly reducing downtime and the need for many typical break/fix services.

RECOMMEND FOR: ORGANIZATIONS WITH A BUSY IT STAFF

SERVICE DELIVERY: REMOTE & ON-SITE (IF NECESSARY)



Our highest level of service includes all the monitoring, remediation and maintenance benefits of our Alert and Resolve levels, plus expert IT assistance when you need administrative changes made to your network resources. Administrative tasks – like maintenance of user accounts, permissions, admin passwords, folder directories – are included, giving you better control over these ongoing costs. Our experienced technicians will perform all monitoring, remediation, maintenance, and administrative tasks remotely at first, with additional resources as needed.

RECOMMEND FOR: ORGANIZATIONS WITH A BUSY IT STAFF,  
AND ORGANIZATIONS WITHOUT STAFF DEDICATED ONLY TO IT

SERVICE DELIVERY: REMOTE & ON-SITE (IF NECESSARY)

# Managed Network: Network Resources

Included Features*	ALERT	RESOLVE	SYSTEM ADMINISTRATION
<b>Monitor &amp; Alert</b>			
24x7 Monitoring & Alert Notification	✓	✓	✓
Windows Server Process Monitoring	✓	✓	✓
Windows Server System Resource Monitoring	✓	✓	✓
Windows Server Log File Monitoring	✓	✓	✓
Windows Server Application Monitoring	✓	✓	✓
Monitoring for Other Network Devices	✓	✓	✓
<b>Maintain</b>			
Antivirus Service (Windows OS) <sup>1</sup>		✓	✓
Disk Cleanup (Windows OS)		✓	✓
Disk Defragmentation (Windows OS)		✓	✓
Microsoft Patch Management (Windows OS) <sup>1</sup>		✓	✓
Application Updates (Windows OS) <sup>1</sup>		✓	✓
Critical & Security patches (Non-Windows OS) <sup>1</sup>		✓	✓
ISP Connection Assurance		✓	✓
Failover Notification <sup>1</sup>		✓	✓
Windows Server Data Backup Monitoring, Maintenance and Notification <sup>1</sup>		✓	✓
Other Network Device Configuration Backup <sup>1</sup>		✓	✓
Security Vulnerability Scanning <sup>2</sup>		✓	✓
<b>Remediate</b>			
Network Resource Remediation <sup>1, 3</sup>		✓	✓
Third-party Service Provider Remediation <sup>3</sup>		✓	✓
<b>System Administration</b>			
Administrative Changes for Network Resources <sup>1, 3</sup>			✓
Permissions & File System Management <sup>1, 3</sup>			✓
User Account & Account Policy Management <sup>1, 3</sup>			✓
Folder Directories & Security Group Creation <sup>1, 3</sup>			✓
And more... <sup>1, 3</sup>			✓
<b>Report</b>			
Quarterly Performance Summary	✓		
Quarterly Business Review		✓	✓
Monthly Activity Summary		✓	✓
Per-Incident Activity Summary		✓	✓

\* Features available only for the network resources you choose to have managed. Eligible devices: physical and virtual servers, firewalls, SANs, switches/routers, and wireless controllers. Exceptions apply based on age, condition, and manufacturer.

<sup>1</sup> Supported applications/operating systems only. Client must purchase manufacturer's licenses and/or support contracts for each covered network resource and associated software. Installation or replacement of hardware or software not included. Upgrades to new versions of software/OS not included.

<sup>2</sup> Available at an additional cost.

<sup>3</sup> 7am - 7pm ET, Monday through Friday, excluding holidays.

# Managed Network: End Users

Managing and maintaining workstations can be a time consuming task for any IT department. Let your IT staff work on higher level projects, and leave the daily grind of computer maintenance and support to us. The fixed monthly fee per user means you can accurately predict your costs in advance. Our remote desktop monitoring software and maintenance services will keep your workstations up to date, reducing the loss of end user productivity.

In addition, when employees run into problems with their workstation hardware or software, our staff is available to help resolve their issues with fast, expert service. For a user who is down or stalled by an issue with their workstation, help is just a phone call, chat or email away.

Managed Network Services for End Users are available only as an add-on to the System Administration level of Managed Network Services for Network Resources. We offer two different levels of end user service:



## Desktop

Our basic managed workstation service utilizes software agents to monitor the performance and status of each covered desktop or laptop. To greatly reduce end user downtime, our technicians will keep workstations current – installing whitelisted patches, performing disk-related maintenance, and managing application patches. If any of our proactive maintenance activities cause the workstation to function improperly, we'll provide the necessary support to correct the issue.

RECOMMEND FOR: ORGANIZATIONS WITH A BUSY IT STAFF

SERVICE DELIVERY: REMOTE & ON-SITE (IF NECESSARY)

PREREQUISITE: MANAGED NETWORK SERVICES FOR NETWORK RESOURCES AT THE SYSTEM ADMINISTRATION LEVEL IS REQUIRED



## Help Desk

Our premium managed workstation service provides all the monitoring and maintenance features of the Desktop level, plus the expert technical help your employees need, when they need it. Our remote help desk is available during business hours or 24x7, and our team will work with your users until a solution is found. Because the little things can often prevent your employees from doing their jobs, our technicians also take care of the administrative IT functions you authorize. Our help desk supports desktops and laptops with Windows or Mac OSs, and popular applications for: office productivity suites, desktop operating systems, browsers, email, anti-virus, word processing, database, domains, desktop publishing, graphics, and more.

RECOMMEND FOR: ORGANIZATIONS WITH A BUSY IT STAFF, AND ORGANIZATIONS WITHOUT STAFF DEDICATED ONLY TO IT

SERVICE DELIVERY: REMOTE & ON-SITE (IF NECESSARY)

PREREQUISITE: MANAGED NETWORK SERVICES FOR NETWORK RESOURCES AT THE SYSTEM ADMINISTRATION LEVEL IS REQUIRED

# Managed Network: End Users

Included Features*	DESKTOP <sup>1</sup>	HELP DESK <sup>1, 2</sup>
<b>Monitor &amp; Alert</b>		
Antivirus Monitoring and Alerting <sup>3</sup>	✓	✓
Anti-Spyware Monitoring and Alerting <sup>3</sup>	✓	✓
<b>Maintain</b>		
Disk Cleanup	✓	✓
Disk Defragmentation	✓	✓
OS Patch Management <sup>3</sup>	✓	✓
Application Patch Management <sup>3</sup>	✓	✓
<b>Remediate</b>		
Remediation of Technical Issues Resulting from Scheduled Maintenance Activities <sup>3, 4</sup>	✓	✓
Troubleshooting and Remediation of Technical Issues NOT Resulting from Scheduled Maintenance Activities <sup>3, 4</sup>		✓
Application Functionality <sup>3, 4</sup>		✓
Access to Network Resources (e.g., printers, folders, servers) <sup>3, 4</sup>		✓
Desktop Performance <sup>3, 4</sup>		✓
Network Connectivity <sup>3, 4</sup>		✓
End User Security Intervention <sup>3, 4</sup>		✓
<b>System Administration</b>		
Changes to End User Workstations <sup>3, 4</sup>		✓
Changes to End User Network Settings <sup>4</sup>		✓
<b>Report</b>		
Monthly Activity Summary		✓

\* Features available only for the workstations you choose to have managed. Eligible OSs: Microsoft Windows and Apple Mac OSX. Exceptions apply based on age, condition, and manufacturer.

<sup>1</sup> Available exclusively to our clients with the System Administration level of Managed Network Services for Network Resources.

<sup>2</sup> Three Workstation Minimum per site. Volume discount available.

<sup>3</sup> Supported applications/operating systems only. Client must purchase manufacturer's licenses and/or support contracts for each covered workstation and associated software. Installation or replacement of hardware or software not included. Upgrades to new versions of software/OS not included.

<sup>4</sup> 8am - 5pm ET, Monday - Friday, excluding holidays, **OR** 24x7x365.