



## Monitored \* Managed \* Optimized

### Service Plus from Systems Plus

At **Systems Plus**, we have been working hard to enhance your customer service experience and to improve upon the manner in which you currently conduct business with us or your current service provider.

*“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 of maintaining a computer network is trying to predict what will fail and when. How often have you had to call your service provider because of an email or internet issue and then had to wait for them to dispatch a technician?

The technician then had to determine the source of the issue and see if they had the parts required to resolve your issue. This all results in time lost in terms of diagnosis, travel and actual repair. It also translates into lost productivity for you as an organization and a more costly invoice for you to pay at the conclusion of the service call!

#### An IT Partner not Provider

We can help keep your key business tools like email and internet up and running by working to reduce the amount of issues that you experience. With our **Service Plus Program** we'll have technicians looking after your network to deal with issues BEFORE they affect your productivity.

#### Our Service Plus Program can address your critical business needs by:

- **Giving you peace of mind:** Let us be your network watchdog, enabling you to focus on your core business activities
- **Enabling business continuity by proactively** detecting and resolving issues BEFORE they happen through scheduled on-site and remote preventative network maintenance designed to keep your network operating as efficiently as possible
- **Safeguarding the integrity of your data** by providing regular checkups that work to ensure that patches and antivirus updates for your network have been completed
- **Saving you money:** We can remotely repair issues to help reduce billing time
- **Stabilizing your IT spending:** Through our proactive approach, we will remove 'emergency service call' from your vocabulary and help to create more predictable IT spending patterns
- **Access to a wealth of IT expertise and experience:** Our staff has over 75 years of combined experience and is accredited by [Cisco, Compaq, CompTIA, Hewlett-Packard, Microsoft, Apple] and others

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**SYSTEMS plus**  
**COMPUTERS inc**

Solutions • Products • Services • Quality



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Category	SysCare
<b>Server &amp; Network Monitoring</b>	<b>Availability, Performance &amp; Predictive Failure Monitoring</b> Up to 5 devices*
UPS Monitoring	✓
CPU, Disk, Swap	✓
Event Log	✓
Services (Processes)	✓
Verification of Backup	✓
Anti-virus Activity	✓
Anti-virus Definition File Updates	✓
Firewall Availability Monitoring	✓
Patch Management	✓
Anti-virus management	✓
Microsoft Windows Event Log Monitoring	✓
Windows Server Monitoring: Exchange, SQL, ISA, Terminal Services, IIS	✓
<b>Network Support</b>	
Reactive Support	4 hours / month*
Proactive On-site Maintenance	4 hours / month*
Remote Maintenance	4 hours / month*
Help Desk End User Support	2 hours / month*
<b>Additional Services</b>	
Network Health Assessment	✓
IT Consulting	1 hr Semi-annually
Reporting	Monthly
Remote response	2 hour response
Onsite response	4 hour response
<b>Hours of Operation</b>	
Business Hours	Monday - Friday 8am – 5pm Standard
After Hours	Monday – Friday 5pm – 11pm And Saturday 8am – 5pm Time-and-a-half
Overnight	Monday- Friday 11pm – 8am and Saturday 5pm – Monday 8am DoubleTime

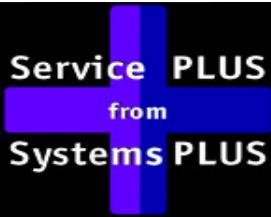
## Services Provided

- **Availability, Performance and Predictive failure monitoring** to ensure your key business tools such as email and internet are functioning optimally and efficiently
- **Backup System Monitoring and Management** 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
- **Scheduled onsite technician time** for proactive server maintenance
- **Proactive remote maintenance and support** to avoid interfering with the productivity of your business
- **Direct Help Desk Support** to support your employees with their desktop questions
- **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 on your network
- **Priority Response** when unforeseen emergency issues do arise

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## Additional Services Available

In addition to services provided for under our **Service Plus Program**, depending on the needs of your business, we can augment the **Service Plus Program** with any or all of the following service modules:

- **Security Module**

- Antivirus Monitoring & Management
- Anti-spam & Antispyware
- Patch Level Monitoring
- Firewall Management
- Intrusion Detection
- Application Compliance
- Asset Management and License Compliance

- **Backup Data Services Module**

- Protect your valuable customer data

- **Network Print Device Monitoring Module**

- Monitor printer, toner and paper levels
- With the addition of **Network Print Device Module**, we will be able to see everything from if the printer is turned on, to toner and drum levels, and we can even tell if the printer is out of paper! Why have your printer down for 2 or 3 days, when we can detect what you will need and when, and schedule your service call with little or no downtime?

- **Help Desk Access Module**

- Unlimited help desk access for your employees to answer any of their desktop questions

- **Desktop Monitoring and Maintenance**

- Want to bring the benefits of the **Service Plus Program** down to the desktop level? You can with the addition of the **Desktop Monitoring and Maintenance module!** We can monitor the hard drive capacity, antivirus and patch levels, as well as monitor for application compliance on each of your employees workstations

- **Managed Application**

- Monitor and manage mission critical applications
- Ensure mission critical applications adhere to corporate policy and IT governance
- Ensure transaction components of your customers' website such as, servers and databases are available and performing properly
- Provide high-level reporting showing compliance with core service level agreements

- **Managed VoIP**

- Proactive VoIP monitoring lets you measure over 16 pre-defined services to minimize phone outages for Cisco-based environments
- Measure and trend resource utilization to provide capacity management and growth planning services
- Monitor and report on the status of phones, gateways, voicemail, conference and auto-attendant devices connected to the Cisco CallManager
- Monitor and report on software application availability and connectivity running on the Cisco CallManager server