



## OnGuard Managed Services

from

### REAC Computer Services, Inc.

#### INCREASED SUPPORT

(24x7 monitoring)

#### IMPROVED VALUE

Pre-paid service contract at reduced rate

With no trip charges

### 24x7 Round-the-Clock Monitoring

(Less than \$1.50 per day)

#### Instant Alerts - Accurate Information Quick Problem Resolution

OnGuard Managed Services turns conventional IT support on its head. Rather than wait for you to notice that a system has failed – often involving time-consuming 'systems fiddling' on your part – our 24x7 monitoring will alert you (and REAC at your option) to problems at your site. REAC will almost always know about a systems issue before you do, so we can fix it fast (according to your service contract) and minimize your business disruption.

#### What Does OnGuard Managed Services-Monitoring Check?

- ✓ That your server is up and running.
- ✓ That you can connect to the internet.
- ✓ Any or all of your Windows® Services, vital components of your server's operating system, to make sure that they are up and running.
- ✓ Your e-mail exchange server.
- ✓ Ping various network devices or remote offices that you need to do your work.
- ✓ TCP ports on your network, on other networks or at your ISP. If any of these ports are failing to respond, you may be unable to connect and do your job.
- ✓ Disk space to ensure it's below a set threshold.
- ✓ RAID devices to ensure that all disks are functioning correctly and data is safe.
- ✓ Other devices using SNMP
- ✓ Your backup is complete to make sure your data is safe
- ✓ Your anti-virus pattern file to make sure your protection is always up-to-date
- ✓ ....Plus many more.

If there's a problem or a potential problem, REAC will be alerted instantly so REAC's technicians can take specific actions to resolve the issue – almost always before you, the client, knows you have one.

#### Reporting Options-Monitoring

- ✓ Daily Health Reports - showing status of backup jobs, disk health, disk volume growth rates, hacker attempts, event logs, etc.
- ✓ Weekly Health Reports – Summary of the Daily Health report so you can see developing issues and plan ahead.
- ✓ Monthly Client Report -- provide comprehensive detail about outages and trends experienced during the month. You'll receive full color graphs showing: disk space trends, outage analysis by type, and more.

#### Workstation Support-Monitoring

Add workstation monitoring support and get 24x7 monitoring checks similar to the servers plus

- ✓ Get an asset/inventory list of software and hardware
- ✓ Check when unauthorized software is loaded on workstations
- ✓ ....Plus many additional features

#### Key Benefits of REAC OnGuard Managed Services

- ✓ Reduced Server downtime
- ✓ Specific, informative alerts show the exact nature of the problem. We can fix it faster.
- ✓ Problems are almost always highlighted to us before you even know you have one. Uptime is maximized.
- ✓ Alerts are routed to the right technician. They can fix it faster – and do it right the first time.
- ✓ Alerts for mission-critical systems can be set by SMS day or night.
- ✓ Helps keep unwanted and illegal software off of your servers and workstations.
- ✓ Helps plan for future growth and budgeting.
- ✓ Reduced hourly billing rate for prepaid technical service
- ✓ No trip charges for onsite service
- ✓ Free up your IT staff so they can do other important and critical tasks
- ✓ Helps reduce your IT costs.

#### How can your Company get OnGuard Managed Services?

Contact a sales representative today at REAC Computer Services, Inc. to find out more. Put your mind at ease knowing OnGuard Managed Services is watching over your equipment.



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