



# OnGuard Managed Services

by

## REAC Computer Services, Inc.



### **INCREASED SUPPORT (24x7 monitoring)**

### **IMPROVED VALUE Pre-paid service contract at reduced rate with no trip charges**

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. 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 know you have one.

#### **Key Benefits of REAC’s OnGuard Managed Services:**

- ✓ Reduces Server downtime.
- ✓ Provides specific, informative alerts that show the exact nature of the problem so REAC can fix it faster.
- ✓ Problems are almost always highlighted to OnGuard Managed Services technicians 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.
- ✓ Reduces 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.

#### **What Does OnGuard Managed Services Check?**

- ✓ Availability – OMS ensures your system is accessible at all times so you avoid expensive downtime.
- ✓ Security – OMS ensures your network is up to date and able to protect against all security threats.
- ✓ Performance – OMS ensures your system is operating at full efficiency and grows as you do.
- ✓ ....and much more.

#### **Workstation Support-Monitoring**

Add workstation monitoring support and get 24x7 monitoring similar to server monitoring plus:

- ✓ Asset/inventory list of software and hardware.
- ✓ Alerts when unauthorized software is loaded on workstations.
- ✓ Automatic disk clean-up.
- ✓ ....Plus many additional features.

#### **Reporting Options**

- ✓ Daily Health Report – shows status of backup jobs, disk health, disk volume growth rates, hacker attempts, event logs, etc.
- ✓ Weekly Health Report – Summary of the Daily Health report so you can see developing issues and plan ahead.
- ✓ Monthly Client Report – provides 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.

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

Contact a sales representative today at REAC Computer Services, Inc. to find out more. ***When downtime is not an option, OnGuard Managed Services is the answer.***



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