



Preventative Maintenance Program

Proactive Maintenance for Your Network

SOHO Solutions' **Preventative Maintenance Program** reduces the downtime of your vital network resources with network performance monitoring and a rigorous preventative maintenance program. Through our monitoring system, our technicians collect and analyze performance and event data that to maintain your systems and attain the highest level of network availability. Preventative maintenance is performed on-site and remotely, saving valuable time and money for you.

Features:

- Availability monitoring
- Performance and predictive failure monitoring
- Scheduled onsite technician time for preventative maintenance
- Scheduled and as-required remote maintenance
- Best-practices maintenance checklists
- 1 hour of reactive technical support per month
- Monthly reporting on network health
- Quarterly IT Consulting

Benefits:

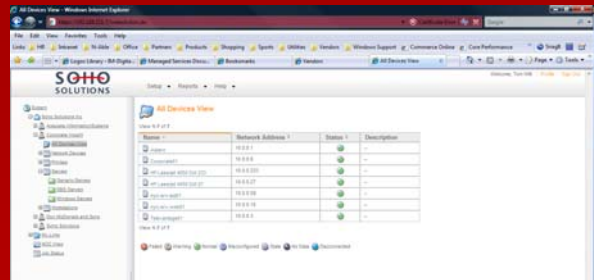
- Predictable IT spending through equalized monthly payments
- Increased uptime
- Minimal disruption through scheduled on-site and remote support
- Discounted block rates for additional service appointments

An IT Partner, not just a Provider

Choosing SOHO Solutions as your IT partner the will free up your time to focus on your business and eliminate time spent by your employees on making calls to get support help and waiting for a technician to respond. The Proactive care program is a preventative maintenance program designed to minimize network downtime through regularly scheduled maintenance.

With this program, we can reduce the potential amount of network failures by having technicians look after your network and work on potential problems BEFORE they affect your productivity. SOHO Solutions Proactive Care program addresses your IT needs by:

- Detecting and resolving issues before they happen
- Remotely resolving issues to reduce billing time
- Providing scheduled on-site and remote preventative maintenance on your network to ensure it is operating as efficiently as possible.



Ask about our other services:

- Managed Messaging
- Online Backup
- Remote Data Backup Management
- Preventative Maintenance
- Remote Monitoring
- Vulnerability Analysis & Security Planning
- Disaster recovery & Contingency Planning
- CIO consulting services



Category	Preventative Maintenance
Server & Network Monitoring	Availability, Performance & Predictive Failure Monitoring Up to 5 devices
Major Devices Covered	Servers, Routers, Switches, Firewalls, Security Devices
CPU, Disk, Message Usage	✓
Event Logs	✓
Services (Processes)	✓
Verification of Backup & Periodic Tape Drive Cleaning	✓
Anti-virus Activity & Definition File Updates	✓
Firewall Availability Monitoring	✓
Patch Level Management for Server, Firewall and Routers	✓
Anti-virus management	✓
Email Performance Monitoring	✓
Microsoft Windows Event Log Monitoring	✓
Windows Server Monitoring: Exchange, SQL, ISA, Terminal Services, IIS	✓
Network Printer Monitoring	✓
Desktop Monitoring	✓
Network Support	
Preventative Maintenance (Remote / On-Site)	✓
Reactive Support	1 hour / month *
Additional Services	
Network Health Assessment	✓
CIO Consulting	1 hour session quarterly
Reporting	Monthly
Remote response	2 hour response
Onsite response	4 hour response

* Any work completed over and above included hours will be billed and invoiced separately or deducted from your pre-paid service time

Preventative Maintenance Services

- **Availability, Performance and Predictive Failure Monitoring** to ensure your key business resources such as servers, desktop, applications, and many other devices and services are functioning optimally and efficiently
- **Backup System Monitoring** to check that your system backups occur as scheduled and 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 deployed to PCs and servers properly
- **Patch Level Management** to keep Windows servers and other devices on your network up to date with the latest security and service patches
- **Email Performance Monitoring** to monitor all the essential elements of your MS exchange server to ensure the highest level of reliability and optimization
- **Scheduled onsite technician time** for proactive and preventative server maintenance
- **Proactive remote maintenance and support** to provide quick response in the background to avoid interfering with the productivity of your business
- **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
- **Priority Response when unforeseen emergency issues do arise you move to the front of the service queue**