



Full Network Maintenance Program

All Inclusive Network Maintenance

SOHO Solutions' Proactive Care Program is a total maintenance program that encompasses vigorous network performance monitoring and proactive incident avoidance program with unlimited network technical support. It is a comprehensive fixed-fee program for your entire network infrastructure including desktops, printers, peripherals and any other business critical services that need to be available at all times. The program addresses all critical business needs, including security, data management, applications, strategic planning and more – it can be tailored to meet your specific corporate IT needs.

Features:

- Availability, Performance and Predictive Failure Monitoring
- Scheduled onsite and remote technician time for proactive maintenance and user support
- Best-practices maintenance checklists
- Unlimited technical support
- Monthly reporting on network health
- Quarterly IT Consulting
- Fixed monthly price

Benefits:

- Predictable IT spending through equalized monthly payments for maintenance and support
- Increased uptime with guaranteed response times and minimal disruption through scheduled on-site and remote support and maintenance
- A Service Level Agreement and support structure designed to improve your overall end-user experience with your network infrastructure
- Providing your company with a dedicated team to help your company strategically plan how to use information technology to help your business grow.

SOHO Solutions as an IT Partner, not just a Provider

Choosing SOHO Solutions as your IT partner 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. For a fixed monthly cost, SOHO Solutions will work with you to support your IT infrastructure, budget concerns, and act as a true IT partner to help your business grow.

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 either on-site or remotely
- Providing scheduled on-site and remote preventative maintenance on your network to ensure it is operating as efficiently as possible.

Is Total Care right for you?

- Are you spending too much on emergency IT service?
- Do you value the importance of having a predictable budget for IT support?
- Are your primary business processes heavily dependent on IT? Does any downtime result in direct losses to your company?
- Do you use IT as part of your business and marketing strategies?
- Do you want experienced IT professionals to help you shape your IT infrastructure to meet your primary business objectives?
- Are you interested in improving your company's overall IT environment and willing to spend time and resources to improve it?

Saying "YES" to any of these questions makes Total Care the program for you!



Category	Total Care
Server & Network Monitoring	Availability, Performance & Predictive Failure Monitoring
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	Unlimited
Additional Services	
Network Health Assessment	✓
CIO Consulting	Quarterly
Reporting	Monthly
Remote response	Defined in your tailored Service Level Agreement
Onsite response	

Total Care 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**

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