



## Remote Monitoring Program

### Professional Network Monitoring

Uninterrupted access to your computer network for E-mail, spreadsheets, word processing documents, and software applications is a critical component of your daily work processes. In today's competitive environment, network downtime can result in a slowdown in employee productivity, customer dissatisfaction and lost sales. Furthermore, a network security breach due to unavailable or inadequate network safeguards or outdated anti-virus and spam filtering may lead to slower network performance or loss of significant client and company information.

A partnership with SOHO Solutions, a leading provider of managed services dedicated to supporting the information technology and networking needs of small and medium size businesses, will help increase your company's productivity by monitoring the efficiency of your computer network. Since 1997, SOHO has provided consulting services designed to ensure that our customer's networks are reliable, stable and secure.

#### SOHO's Remote Monitoring Program can address your IT needs by:

- Constantly monitoring the availability of your critical network and desktop devices and services.
- Keep track of storage utilization and overall "up time" of your systems.
- Remotely diagnosing network or desktop issues from our Network Operation Center.

The Remote Monitoring Program immediately notifies you of any network issue that arises before it escalates in severity or when a critical network device or service becomes unavailable. We will schedule an appointment for service or you can pre-arrange for one of our technicians to automatically begin the remediation process minimizing your system's downtime.

### Why Choose SOHO Solutions as Your Information Technology Partner?

- **Keep focused on your core business:**  
We monitor your network so you can spend more time focusing on revenue-generating opportunities.
- **Watching the Availability of your network:**  
Your network's overall integrity and availability is monitored by keeping an eye on your firewall, antivirus and general network security services to see if they are working.
- **Making sure your data backup is complete:**  
We monitor your data backup jobs to ensure that they are completed as scheduled.
- **Increased Productivity:**  
Through our continuous insight into your network, we can help reduce the business impact of network failures by shortening the time between detecting and resolving problems.
- **Cost Savings:**  
24x7x365 monitoring provides visibility into your network, allowing us to determine the root cause of any network issue, thereby reducing the timely task of issue diagnosis – resulting in substantial cost savings for you.
- **Access to IT Expertise and Experience:**  
Our staff has a wide range of experience with IT consulting, installation and training in the public and private sector. Our technicians have certifications for Microsoft, Cisco and other established vendors.

Ask our clients! We have been managing IT on a client referral basis since 1997.



Data solutions for growing businesses.

Category	Network Support
<b>Server, Network &amp; Desktop Monitoring</b>	<b>24x7 Monitoring</b>
CPU, Disk and Memory Usage	✓
Event Logs	✓
Services (Processes)	✓
Verification of Backup	✓
ISP / ASP Availability	✓
Anti-virus Activity & Definition File Update Monitoring	✓
Firewall Availability Monitoring	✓
Windows Server Monitoring: Exchange, SQL, ISA, Terminal Services, IIS	✓
Asset Monitoring	✓
Desktop Monitoring	✓
<b>Network Support</b>	
Reactive Support Included	One hour per month for reactive support.
Additional Support Time	Additional hours can be purchased at a discounted T&M Rate for all reactive and helpdesk service
<b>Additional Services</b>	
Network Health Assessment	Included
Network Activity Reporting	Quarterly
IT Consulting	Annually
Remote response*	4 hour response
On-site response*	6 hour response

Remote Monitoring includes:

- **24x7 Monitoring** ensures the critical devices and applications that comprise your business network are functioning reliably.
- **Backup System Monitoring** ensures the backup of important business and client data occurs as scheduled, protecting it from loss or damage.
- **Internet Connectivity (and other hosted applications) Assessment** provides peace of mind that your ISP or ASP is delivering and meeting its stated availability guarantees.
- **Virus Protection Monitoring** ensures your antivirus programs are functioning and that virus updates are deployed to PC's and servers.
- **Firewall Monitoring** detects security events and hacker activity to verify that your firewall is protecting you from unauthorized access.
- **Asset Monitoring** of network components to assist with IT asset management and planning.
- **Usage Monitoring** keeps track of storage capacity, "up time", CPU usage and other critical elements to check on the capacity of your system.
- **Comprehensive Quarterly Reporting** provides insight into the health and status of your critical network and desktop devices.
- **Priority Response** over non-contractual customers when issues arise.
- **Discounted Block Rates Available for further cost savings compared to Time and Material rates.**

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