

Implementing a SOHO Solutions IT maintenance plan gives you the confidence of knowing that your IT infrastructure is monitored 24 x 7 and is receiving the preventative maintenance and support it needs to operate at peak performance.

You will receive reports that reflect how well your IT platform is performing and can help you make decisions in managing your IT assets:

### Executive-level reports

Executive level reports can speak to issues that hit an organization's bottom line and address a company's ability to serve its own customers and meet overall strategic goals. Executive-level reports include:

- **Analysis of costs by business service** - How can we improve our business through the use of technology?
- **"What if" scenarios** - How would investment in this area impact downtime costs?
- **Comparison to baseline** - How do our failure areas or cost categories compare to that of our competitors, or to our historical averages?

### Operation-level reports

Operational level reports include information that illustrates how operations personnel can validate current spending and avoid short-term risk. Operations managers are consistently evaluating whether or not they are receiving the level of service for which they are paying. They are keenly interested in such metrics as success or failure of certain objectives (as defined by the SLA), summarized activity levels or trended usage levels that might support purchase requests or budget forecasts. Operations level reports might include:

- **Service level reports** - Are we succeeding or failing on certain objectives as defined by our SLA?
- **Summarized usage reports** - How do our activity levels or usage trends impact purchase requests or budget forecasts?
- **Short-term recommendations** - How do current-vs.-historical costs influence our plans for future capacity upgrades?

### Technician-level reports

Technical reports provide data that help inform immediate IT needs. Technicians care most about information that allows them to clearly prioritize tasks. As a result, technician-level reports tend to include granular, specific information:

- Notifications
- Detailed reports on specific incidents / devices / services
- Short-term trend reports

### System Activity and Security Reports

Our reports also summarize system activities including incidents and security activity and record details about specific incidents. You can use our reports to recognize short-term threats to business activity and your system.

### The Overall Value of IT Maintenance Reports

Our reports provide answers and information about your overall systems performance and the service you receive us. The primary benefit from our reports is that it can assist you in making the best decisions for your business:

- Is our infrastructure supporting our business goals as defined in the SLA (both operationally and strategically)?
- When our system doesn't work, are we getting the service that we are paying for?
- What do we have to do to keep our system working?
- How can we minimize cost impacts?
- See your cost of downtime
- Assist with strategic planning
- Measure system performance
- Reflect actual service provided vs. SLA
- Help with budget, capacity and growth planning

### Example Metrics

**Cost of downtime** – a critical investment metric. Cost of downtime is a critical measurement to determine when further investment is required in key systems. A cost value can be assigned into every service group consisting of individual elements that forms a mission-critical business service. An example would be a server, router and Internet connection for E-mail. Our reports use this value to show how downtime, when aggregated over time, can cost your business.

**Service level agreements** – a summary of customer expectations. Your SLA outlines your expectations, concerns and the tasks and timeframes for IT service and support. This document outlines the:

- services will be rendered
- service levels will be provided
- recourse you have if service levels are not met
- cost of the services provided

Our reports demonstrate if you are delivering on your contracts and meeting or exceeding your SLA.