

Our Network Monitoring System constantly watches your network's components and sends an alert to our technical support staff if the component fails or operates outside a defined operational threshold. We respond to the alert immediately to fix the problem depending on the type of network maintenance plan you choose.

On-Site Monthly Network Maintenance by SOHO Solutions

Our certified technicians conduct on-site monthly maintenance to ensure that your network has the most recent software patches installed.

Monthly Operations Task	ISA	IIS	SQL	XCG
Capacity Planning				
Check Capacity/Performance against SLA	✓	✓	✓	✓
Produce implement upgrade path based on projected growth	✓	✓	✓	✓
Compare gathered performance statistics with baseline statistics to improve performance and to forecast future software/hardware acquisitions	✓	✓	✓	NA
Hotfixes, Service Packs, Rollups and Security Updates				
Maintain list of applied service packs and updates	✓	✓	✓	✓
Check for new hot fixes -Windows Server	✓	✓	✓	✓
Check for new service packs -Windows Server	✓	✓	✓	✓
Check for updates to complementary svcs	✓	✓	✓	✓
Apply patches, service packs and updates	✓	✓	✓	✓
Perform critical security updates ASAP	✓	✓	✓	✓
Backup and Restore Testing				
Operating System	✓	✓	✓	NA

SOHO Solutions ISA Server Monthly Tasks

- Entire configuration backup
- Perform a restore of configuration on test machine (restore OS optional)

SOHO Solutions IIS Server Monthly Tasks

- Backup server SSL certificate and private keys
- Complete restore of all backups to test machine
- Ensure that NTFS permissions are restored after the restore on test machine

SOHO Solutions SQL Server Monthly Tasks

- Entire configuration backup
- Perform a restore of OS (optional)
- Perform full/differential dB backups of all system and production databases
- Restore on test machine

Exchange Server Monthly Task

- Produce a recommended upgrade path based on projected growth

A SOHO Solutions typical network preventative maintenance program includes:

- Daily Network Monitoring and Monthly Network Maintenance Tasks
- Trend Analysis and Predictive Failure Monitoring
- Printer, Toner and Paper Level Monitoring
- Monthly Server/Firewall Patch Management & On-site preventative maintenance
- 4 hours of reactive support per month
- 2 hour remote response & 4 hour on-site response
- Semi-annual CIO consulting visits

Call SOHO Solutions at (718) 261-1353 to find out how design your own Network Maintenance Plan.

Network Monitoring Systems by N-able

SOHO Solutions Inc. uses N-able Managed Services Software to monitor the availability and performance of our client networks. The performance of selected IP-enabled devices are constantly monitored by software agents and/or hardware-based probes. We are alerted when a device or service (e.g. Internet availability) operates outside a pre-defined performance threshold or fails and take action to prevent or repair the problem. Devices and services are also monitored via a customized web browser that can be viewed by you.



About SOHO Solutions Inc.



Sample Network Maintenance Checklist

SOHO Solutions is a managed services provider specializing in improving the information technology (IT) operations of our clients. We can optimize your IT platform by maximizing the use of your IT infrastructure and complementing it with your overall business process/practices.

We have been helping small and medium sized businesses in the New York metropolitan area with their information technology systems since 1997. Ninety percent of our client relationships started as referrals and have been with us on an average of 7 years. We support our clients' network infrastructure and help them strategically use IT systems and data to grow their business.