



activePRO Managed Services

Proactive Managed IT Services

Daily

- * 24 X 7 x 365 Monitoring and Response for Critical Components
- * Dedicated Support Team (Level I, Level II, Virtual Chief Information Officer)
- * All inclusive Access to Helpdesk and Senior Technical Support Personnel
- * Unlimited remote & onsite support calls
- * ActivePro Real-Time “Self-Healing” Processes
- * Critical System Monitoring and Repair of Core Systems including:
 - Microsoft Exchange
 - Microsoft SQL Server
- * Reduced Rate from After Hours Emergency Service
- * Managed Backups (Server Imaging & Recovery)
- * Managed Security Software (Anti-virus & Anti-Spyware)

Weekly

- * Proactive Workstation Maintenance
 - Defrag
 - File cleanup
 - Scandisk
 - Antivirus Patch Levels
- * Proactive Server maintenance
 - Disk Checks on All drives
 - Empty AV Quarantine
 - Antivirus Patch Levels
 - MS Exchange Email Cleanup

Monthly

- * On-Site Inspection of all Critical Systems and Devices
- * ActivePro Online Customer Portal
- * Access to Detailed Reporting
- * Reporting of Key Performance Indicators Including:
 - Server Performance
 - Security Alerts
 - Core System Availability
 - Network Statistics
- * Microsoft Operating Systems Patch Management
- * Executive Summary reports
- * Perform Data Restore Test from Backups

Quarterly

- * 3 Year IT Roadmap
- * VCIO Planning & Budgeting
- * Network Scorecard Review