



**Managed
Services**

Client Management Services - Network Monitoring

We offer a software solution that provides a cost effective way to securely and reliably monitor your network devices and applications. We can provide your organization with complete desktop protection that acts as the first line of defense against viruses and security threats as a result of outdated Anti-virus software and unpatched systems. We can also ensure that your critical files and folders are continually being backed up and protected in the event of a user error, PC failure or natural disaster. Our #1 goal is to keep your PCs safe and your employees productive

Common Small Business Network Frustrations

- Unreliable Network
- Network downtime impacting staff productivity
- Lost hours of productivity adding up quickly \$\$\$
- Downtime causing loss of business services revenue
- Email issues
- Backup issues
- Security - Risks and Exposure
- Virus & Hacking threats
- Desktops and laptops running slowly

Benefits of Our Client Management Service

- Improved overall system reliability and performance: Prevents issues, reduces downtime impact and duration
- IT spending focused on issue avoidance and service optimization rather than 'fighting fires': Through preventative maintenance
- Improved security: Minimize risk of intrusion, data theft and lost productivity
- Higher Levels of Employee Productivity: By reducing the 'mean time to incident resolution', thus resulting in increased productivity levels
- Cost Savings: Having real-time insight on our customer's networks greatly reduce the trouble-shooting & diagnose time typically required to determine the root cause of any network issue

Services Offered

Below are listed some of the packages and services Software Alternatives offers our Managed Services customers. Your technology needs to be as flexible as your business, so we also offer our à la carte IT support program. The à la carte program allows you to customize your support and service needs directly related to your critical business services, all at a cost effective price.



Managed Services

Essential Package

- Basic monitoring of laptops, desktops, switches and servers.
- Asset/Software/Hardware Reporting
- Remote Control
- Managed Anti-Virus
 - Maintain profiles, white/black list, content control etc. based on clients input.
 - Integrated AV deployment
 - AV Monitoring
 - AV Updates
 - Threat/Status Reporting. Scheduled or upon request.

Essential Package plus Patch Management

- Includes all service provided in the Essential package
- Patch Management

Pro Active Package

- All services included with the Essential Package plus Patch Management
- Advanced Performance Monitoring.
 - CPU
 - Disk Space
 - Disk Queue Length
 - Memory
 - Patch Status
 - Connectivity
- Ability to schedule some software installation/removal and other system maintenance remotely.
- Scheduled Preventative Maintenance such as
 - Check Disk
 - Defragment
 - Delete Temporary Files

Managed Backup – Server Desktop

- Integrated Backup Deployment
- Backup Monitoring
- Offsite data replication

For more information about our Managed Services programs, please contact:

Software Alternatives, Inc.
2204 S Minnesota Ave
Sioux Falls, SD 57105

Phone 605-331-6393
Email info@softaltern.com
Web <http://www.softaltern.com>