

Remote Monitoring and Management

Give your servers the good life

Service Advantages

- **Shift your focus on your business:** We are your infrastructure watchdog, enabling you to focus on your core business activities instead of managing an environment or its problems.
- **Reduced business impact from IT failures:** Combining remote monitoring and patch management means we minimize failures that could impact your business. Your environment behaves in a stable and reliable manner.
- **Improved efficiency of your IT team:** With our monitoring solution, we can help you do more with less by automating many of the routine tasks and activities that consume much of your technicians' time.
- **Access a wealth of IT expertise and experience:** Our staff has many years of combined experience and multiple accreditations and certifications from technology leaders. Talk to us about the details.
- **Faster issue resolution with around-the-clock monitoring:** With 24/7/365 monitoring, we dramatically shorten the time from failure to issue resolution. Our technicians always know the health of your monitored environment.

An IT Partner, Not Provider.

IT operations is the number one budget item after human resources, yet it is the least understood. Allow us to use our expertise to help you reduce your monitoring and maintenance costs and increase the service quality and reliability of your IT infrastructure.

Do these issues plague your business?

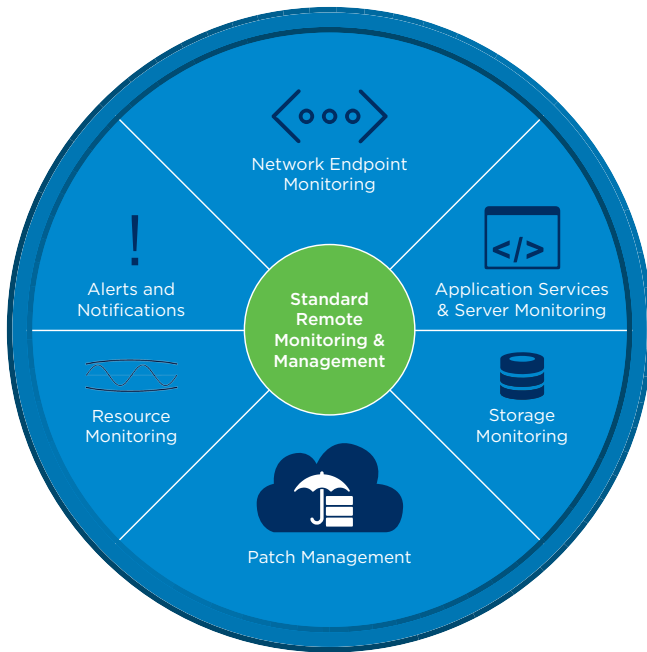
- *IT Budget Crunch?* Are you under pressure to reduce IT costs, increase value, or maximize profitability?
- *Downtime Impact?* Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?
- *Time Crunch?* Not enough time in the day to accomplish everything necessary to keep your own network optimized?
- *Not Staying Current?* With increasing network complexity, do you struggle to keep up with IT advancements and security threats?

One of the major challenges in maintaining a complete infrastructure is trying to predict what will fail and when. With our Remote Monitoring and Management solution, we can prevent many infrastructure failures from ever happening. By combining robust real-time monitoring of your critical servers and endpoints with patch management and optional managed anti-virus and remediation, we ensure the reliability and stability of your IT assets.

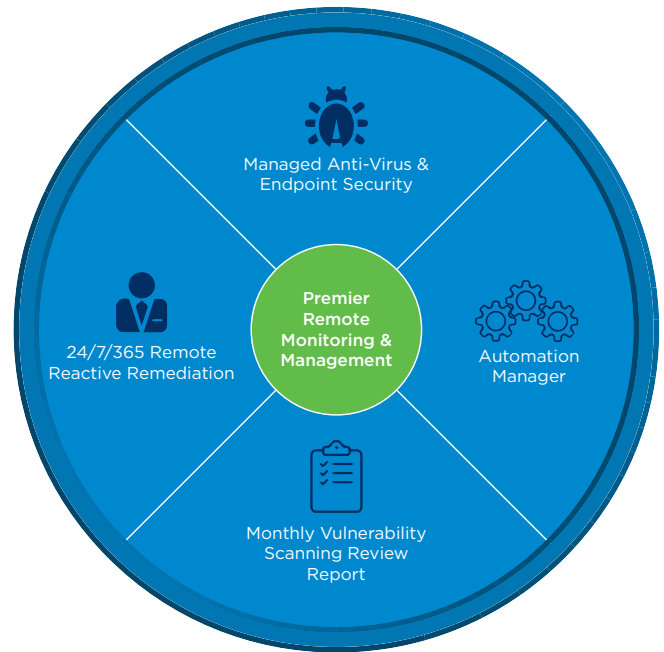
This solution is so effective that our customers see almost immediate results. A regularly maintained infrastructure means fewer failures, yielding higher productivity and savings on support costs for you. At the same time, your exposure to security risks is dramatically lessened, and frustration from unstable IT resources almost vanishes. We allow our customers to focus on their core business functions by taking the worry out of owning a computer network.

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At a Glance



Standard Tier



Premier Tier

The Standard Tier includes all of the below features. Managed Antivirus or Automation Manager can be added for an additional fee.

24/7/365 Advanced Performance Monitoring. You select the critical servers and endpoints that comprise your business environment to be monitored to ensure they are healthy and functioning reliably and optimally.

Customer Dashboard Access. Real-time access to the status of your monitored servers and endpoints. Performance reports can be pulled on-demand to give you the information you need.

NOC Alerts and Notifications. We'll keep you in the know about failures within your monitored servers and endpoints. All alerts can be configured to meet your business' specifications.

Patch Management. Ensure your servers and endpoints have the most up-to-date security and system patches, helping to optimize performance and minimize security risk.

Monthly Network Health Review. We dedicate time to review reports and issues that are important to the ongoing performance of your monitored environment. We translate technology into business terms for you.

The Premier Tier includes all of the below features in addition to all of the features of the standard tier.

Managed Anti-Virus/Endpoint Security. Rest assured that your monitored servers and endpoints are protected from the latest security threats and malware. Anti-virus software is monitored to ensure configured scan intervals are met, virus signatures and definition files are current. It also initiates automated action to be taken when viruses or malware are detected. (Available with Standard tier for an additional fee)

Automation Manager. Preventative maintenance tactics such as restarting the system, deleting temporary Internet files, emptying the recycle bin, logging off current users, and restarting/starting/stopping/setting to auto specific OS services ensure that your servers and other vital network devices function optimally (Available with Standard tier for an additional fee).

24/7/365 Remote Reactive Remediation. US Signal Managed Service Technicians will search all the way up to the OS level for a cause and a solution for any alerts or failures (Additional charges may apply if problem resolution falls outside of the scope including help desk tasks, hardware/software/OS upgrades or installation, manual virus/malware removal, or restoration of OSs due to hardware or software failure).

Monthly Vulnerability Scanning Review Report. An automated scan searches for any potential vulnerabilities in the monitored environment.

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