



## Are you ready for *Total IT Care*?

### Increase Business Productivity With *Total IT Care*

Does your business experience downtime waiting for a contracted technician to fix your network systems? Perhaps your internal IT staff is overextended and unable to keep up with daily systems issues but your budget does not allow for additional headcount? We can help!

**Total IT Care** from Sierra Associates can provide you with an affordable solution tailored to fit your specific business needs, to ensure the health of your network infrastructure while managing its growth.

#### BUSINESS TODAY

Maintaining a competitive edge and customer satisfaction depends on the reliability of your network. Is your IT infrastructure operating at peak performance, providing maximum security to safeguard business-critical applications?

#### TECHNOLOGY OBSTACLES:

- Viruses, Spyware and unauthorized access
- E-mail and/or work order systems down
- Client database unavailable
- Recurring hardware failures

#### WHAT IS MANAGED SERVICES?

- Continuous service to proactively manage application, database and network systems
- Dedicated skilled personnel to supplement your current IT staff and replace the need for expensive break-fix resources
- 24/7 remote management for problem identification, diagnostics and resolution
- In-depth evaluation of installed equipment and software to assess where current or new resources could best be allocated
- Ability to forecast and correct system failures before they impact business-critical functions

#### WHY OUTSOURCE?

- Significantly decrease service downtime with proactive management
- Quarterly Business Reviews to review the past quarter and current business initiatives to make sure that your technology is aligned with your business goals
- Access highly-trained multi-disciplined engineers who possess robust technical skills
- Secure encrypted access to correct system issues and minimize business disruptions
- Increase employee productivity by automating routine administrative functions
- Automated service tickets and advanced service reports
- Improved network and hardware performance
- Network and systems capacity management to reduce growing pains
- Resource reallocation to lower costs and increase efficiency
- Protection against security breaches

## FEATURES

### Quick Response

Ability to monitor and respond to issues affecting your network such as servers running low on disk space or drive failure in RAID array. Whether you generate a service request or our automatic alerting system does, we will dispatch an engineer to guarantee quick responses for problems at your site.

### Patch Management

Security holes and threats are found everyday. To combat these threats you to reliably deploy operating system and application patches and updates in a timely manner. With our patch management system we will test all patches and updates before production deployment. We will also provide reports providing better visibility to your environment.

### Anti-Virus and Anti-Spyware

When it comes to Virus' and Spyware; we feel its important to do all that is possible to prevent infection. Thats why we include Anti-virus and Anti-Spyware for all users under the Total IT Care plan. We will centrally manage and update this software from our secure NOC making sure that you are protected.

### Unlimited Remote and Onsite Support

For any service request that you create or we create; our team of engineers will troubleshoot and remedy the issue with zero hidden fee's.

### Workstation/Laptop Loaner

Even with all the measures taken to prevent downtime, there are chances for hardware failure. In the event of hardware failure or your operating system has to be reloaded, we will provide a loaner for your users to continue working while we work with the vendor for replacement or while we wait for the new system to come in.

### Service Ticket Portal

Access to our online service portal to open, close and track any service requests created. You will also be able to open requests through email, the online customer portal or by phone. Which ever way you choose, you will be up to date with whats going on with your business at all times.

### Audit and Discovery

With daily scan's we will be able to identify any new or rogue devices on your network.

### Discount Projects

All customers under the **Total IT Care** service plan will recieve a discount rate for all project work outside of support.

### All this and more...

Total IT Care is will also include; vemdor management, asset management, application compliance Help Desk, Scripting automation, monitoring/alerting, and software deployment.

## Grow Your Business, Cut Costs!

Partnering with Sierra Associates enables you to shift from fixing repetitive problems to cooperatively managing the growth of your network and the productivity of your personnel. Maximize your hardware lifespan while minimizing expenses—reallocate existing resources where they are needed most. Best practices allow you to better align IT services with business goals, enabling the company to operate efficiently.

## Get Started Today!

Our proactive approach to network management will free-up capital you can invest to **grow your business, not fixing IT**. For a network that grows with your business, call Sierra Associates today.