

# Remote Monitoring & Management (RMM)

## Affordable IT Support

You rely on your IT assets to operate your business, but maintaining and managing these investments can be costly, complicated and time-consuming — distracting you from your core business activities and using up resources.

Our remote monitoring and management (RMM) services will result in an overall lower cost of owning and supporting IT, more predictable costs, and help you avoid the large, unplanned expenses that are typically associated with unscheduled downtime.

## Remote Monitor, Alert and Response

With 24/7 monitoring and alerting, we'll know immediately when something has gone wrong and can guarantee a rapid response, delivered remotely if possible, or on site if required. Problems are often resolved before you're even aware of them.

## Asset Management

Our RMM services make it possible to deliver detailed, up-to-date hardware and software inventories to protect assets for insurance purposes or regulatory compliance.

We'll track warranty expirations to ensure you never pay for maintenance twice.

We'll also automatically detect new software installations and discover the presence of unauthorized and illegal software, such as peer-to-peer file-sharing applications that rob you of bandwidth.

## Preventive Maintenance

With detailed, accurate information about your IT assets, we minimize costly disruptions to your daily operations by proactively resolving problems before they become critical. We'll also be able to quickly identify where maintenance activities can optimize performance and lower costs.



## How It Works

Our software-based RMM solution automatically performs secure, comprehensive scans of your IT environment to gather up-to-date information about the health and performance of your assets.

This information allows us to be alerted about problems as they are evolving, deliver rapid remote remediation when issues arise, and perform maintenance tasks with unparalleled efficiency — all of which save you money.

We can proactively monitor and manage anything with an IP address, including:

- Desktops
- Laptops
- Servers
- Managed switches
- Routers
- Firewalls
- Gateways
- VoIP switches and phones
- Printers
- Faxes
- Scanners
- Off-the-shelf and custom applications
- Specialized equipment
- Environmental control devices
- Internal and external web sites
- Virtual machines
- And much more

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### **Automated Monthly and Quarterly Reporting**

Every month, we'll send you comprehensive, graphical status reports so you can see exactly what has been going on in your IT environment — data to support more effective, accurate capacity management, upgrade planning and IT budgeting.

We'll also meet with you every quarter to ensure that our activities are in line with your individual business and technical objectives.

### **Improved Security**

We will regularly measure your IT environment against the security standards established by the Microsoft Baseline Security Analyzer (MBSA), identify vulnerabilities and take the appropriate actions to keep your assets protected, including making sure that all patches for Microsoft systems and software are properly applied and current.

We'll provide industry-leading protection against viruses and malware, and be automatically alerted whenever there are unauthorized attempts to access your network.

Stabilize your IT costs and get the highest return on your IT investments by switching to our RMM solution today.