



# ServicePlus Professional

Often business needs demand one or more full-time engineers, but budgets cannot always accommodate those needs. **ServicePlus Professional** is designed to address those concerns, providing your company with a team of experienced engineers while minimizing costs. Whether you need staff augmentation or full IT outsourcing, we proactively support your network resolving issues before they grow into real problems affecting productivity.



## Benefits

- Unlimited remote support for servers\*, PCs, notebooks, and smartphones
- Access your system information through any easy-to-use secure web portal, compatible with most internet browsers (including mobile phones)
- Manage your IT assets with automatic inventory of your systems, including software license keys, hardware warranty status, and actual usage
- Stay current with direct control of Microsoft patch deployment for all computers simultaneously
- Gain visibility into network health through graphical, scheduled and on-demand reports
- Complimentary quarterly conference call with CIO-level engineers to review system health, define goals, and provide IT direction

\* Server issues are remote and limited to two total hours per incident, after which labor time is billed separately

## Optional Services

- Scheduled weekly / monthly visits
- 24x7 System-state monitoring
- Application publishing to the web
- Secure remote access without a VPN

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*"Bringing Cutting Edge Technology to Your Business"*