

The System Concepts Service Portfolio

absoluteSERVE absoluteCARE absoluteSUPPORT absoluteASSIST Optional

Remote Monitoring	Our state-of-the-art, remote monitoring system (Network Operating Center & Collocated facilities) lets us know about problems with your network environment before they affect you.	●	●	●	●	●
Remote Management	Our best-in-class management system allows our engineers to take control of network devices and perform remote fixes that allows remediation in approximately 75% of incidents.	●	●			
Reporting	Our automated systems will generate reports on items that threaten the performance, security, or integrity of your network environment.	●	●	●	●	●
Spy / Virus Protection	We install and maintain anti-spy and virus software on all covered PCs, ensuring immediate detection and prevention to keep you up to date and always protected from the ever-growing threat of intrusion.	●	●	●		●
Anti-Spam	We filter all incoming email messages, virtually eliminating unwanted ones before they arrive keeping your mailbox uncluttered by unwelcome and malicious visitors.	●	●	●		●
Wellness Visits	Our dedicated Technology Consultant will deliver and review with you a monthly update on the health of your network, including a history of incidents, results, up-time and proactive maintenance to give a detailed account of all activities.	●	●	●		●
Service Desk	Our service desk responds and acts on alerts, issues, and customer inquiries regarding the covered components of their System Concepts contract.	●	●			●
Help Desk	Our Help Desk services personnel respond to client inquiries and issues related to day-to-day IT functions. (Examples: "I can't print" or "how do you setup Outlook?")	●	●			●
Patch Management	Major software providers like Microsoft release updates almost daily as patches. Our systems check network devices for the latest patches that provide details to automatically deploy the updates-allowing clients to run the most current and secure versions.	●	●			
Asset Reporting	Our automated tools daily scan your network to produce a list of your hardware and software, keeping track of what you have and notifying us if something changes-a valuable tool for current assessment and future planning.	●	●			
Preventative Maintenance	Preventive maintenance is the best method we've found for decreasing downtime and keeping security tight. This is provided on a monthly or quarterly bases depending on the solution you purchase.	●	●			●
Virtual CIO	Our dedicated "Virtual CIO" will visit with you to discuss issues based on the data collected from your environment and provide customized recommendations on how to plan for the future. We can act as the technical seat in your senior management team.	●				●
Hardware-As-A-Service (Haas)	Offered as an option for all of our Solutions, we can supply, configure and refresh the hardware on your network in regular cycles that ensure always up to date equipment and remove the hassle of buying and disposing of it.	●				●
Block Times	We provide reduced-rate blocks of hours delivered by our MCSE and CCNA certified engineers to respond to incidents.					●
Off-Site Storage	We can back up your critical data remotely and automatically , removing, the "human" element, or the potential for error, lost data. Or security breaches, ensuring your peace of mind in protecting and restoring vital information.					●
Projects	We manage a variety of projects from concept through delivery including network design, product procurement, upgrades, proprietary HW and SW implementation, WAN/LAN and VPN integration.					●
Relocations	Our experts consult with you for the most efficient relocation of your computer and phone systems as well as voice and data networks to ensure a minimum of interruption.					●
Data Cabling	With over 30 years of combined cabling experience, our professional certified cable installers will customize a quote to meet your needs.					●
Phone Systems	Whether it be for business lines, PRI, or VoIP-we provide phone systems and peripherals.					●
Co-Location	We provide rack space and a secure connection between your server and locations from our secure, multiple power, redundant internet facility.					●
Product Procurement	We do the leg work for you configuring and ordering servers, PCs, software, routers, switches, printer, peripherals, from tier 1 manufacturers including Dell, Microsoft, HP, IBM, Cisco, 3Com, Watchguard, Sonic Wall and more.					●
Network Design	Our Solutions Architect will design your network to meet your current needs and future growth, including cabling, connectivity, and infrastructure.					●