



# **MANAGED SERVER SERVICE**

The Computer Place understands how vital your servers are to the life of your business – that's why we deploy the most technologically advanced tools to help us monitor the most critical aspects of your server environment and manage the performance of your servers on-demand and in real time.

The Computer Place combines real-time status and alert monitoring with user-defined historical reports to facilitate rapid analysis. Reports help identify trends, variations, abnormalities, and other complex relationships, resulting in faster identification and resolution of performance problems.

## **SECURE YOUR DATA**

We will ensure that your system is not vulnerable to outside attack – be it viruses, old software or mis-configuration errors. Run weekly or on-demand vulnerability scans check for threats related to account information. Reports include vulnerabilities by device, discovered ports, discovered users, Windows processes, services, and shares.

Patch management reduces the costs of keeping your infrastructure current with Microsoft security releases and protects your critical data from compromise without adversely affecting daily processes; network operations.

## **BENEFITS**

- 24 x 7 server monitoring and management to ensure continual server uptime
- Proactive remote maintenance and management of anti-virus, security patches, and updates to protect and safeguard against downtime, security breaches, and lost data

## **PROACTIVE NOT REACTIVE**

Traditional maintenance programs rely on the customer to call and report issues – typically after a problem occurs. The Computer Place Managed Server Services utilize leading edge, predictive problem-solving technology that provides a means of finding problems before they occur, whether it is a security vulnerability, event log entry or an exceeded threshold. The Computer Place automatically receives alerts (customized to the needs of your particular environment) when critical servers are close to exceeding capacity, enabling us to resolve a problem before your users complain about service issues.

***The nucleus  
of your small  
business network is  
without a doubt your  
servers.***

***They house  
critical applications,  
databases and email  
functionality. Your servers  
are mission-critical for the  
overall success of your  
business and health of  
your network.***

***The Computer Place Inc.***  
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# MANAGED SERVER SERVICE

| SERVICES OFFERING   | OPTIONAL  |
|---|---|
| <b>Managed Server Service</b>   |   |
| <ul style="list-style-type: none"> <li>• 24/7 x 365 Device Availability and Performance Monitoring</li> <li>• Monthly Service Availability Report</li> <li>• 60 Minutes of Proactive Remote Incident Remediation. Monday to Friday 9am - 5pm</li> <li>• Senior Engineer Analysis &amp; Recommendations</li> <li>• Vulnerability Scanning and Reporting</li> <li>• Antivirus Management (includes 30 minutes per month remediation service)</li> <li>• Patch Management</li> </ul> | >60 Min \$60/hr   |
| <b>Add-on Onsite Support Services -- Available Monday to Friday 9am - 5pm</b>   |   |
| <ul style="list-style-type: none"> <li>• Reactive Troubleshooting</li> <li>• Onsite Preventative Maintenance</li> <li>• 2 Hour Time Block with 1 Hour Response</li> <li>• 5 Hour Time Block with 1 Hour Response</li> <li>• 10 Hour Time Block with 1 Hour Response</li> <li>• After Hours Support</li> </ul>   | <ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul> \$100/hr |

## ABOUT THE COMPUTER PLACE

The Computer Place is the Flathead Valley's largest provider of complete information-handling solutions, meeting the mission-critical needs of businesses and professionals. We focus on profitable long-term win-win relationships. We offer the highest level of technical competence. We build our solutions on quality products, backed by service and support, while maintaining a high level of customer satisfaction.

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