

onShore Spectrum Managed IT Service

Plagued by system downtime, viruses, spy ware, losses of productivity, and every other excuse for why the computer system you rely upon to run your business is not working consistently and as expected? These distractions are unnecessary and very expensive.

*Proactive, Flexible,
Affordable, Managed*

It's about a proactive preventative approach to keeping your systems up

onShore Networks understands this. We also know that businesses are constantly challenged by the task of managing the demands of growing their business while coping with continuous technology challenges.

Our focus is to keep your systems operational and available so that you can focus your efforts on the demands of growing your business, managing costs and increasing revenues. We want to help you realize the productivity gains and ROI you have been expecting from your computer systems.

Spectrum Managed IT Service from onShore Networks consists of various service level offerings that provide affordable proactive IT management and support to growing businesses. Utilizing our unique framework for providing managed IT services, onShore Networks provides a range of proactive services to keep your computer systems up and running and your people and business productive.

It's not just about monitoring; that just lets you know something is wrong. It's not just about remote access to your systems to troubleshoot issues either.

That's why our managed IT services utilize a series of "Best Practices" we have developed over our years of experience.



DID YOU KNOW?

20 MILLION PERSON-DAYS PER YEAR ARE LOST DUE TO TECHNOLOGY FAILURES—A cost that few businesses can afford. Any business supported by technology should look at both direct and indirect costs.

Best practices for activities such as:

- Spy ware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Backup and Disaster Recovery
- User Policy Enforcement

A variety of other automated procedures to ensure your systems are running and your people are operational and available so that you can focus your efforts on the demands of growing your business, managing costs and increasing revenues. We want to help you realize the productivity gains and ROI you have been expecting from your computer systems.

By utilizing technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently without fail.

As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any impact on the business.

Proactive managed services eliminate the scenario of calling and waiting for the “computer guy”. Potential issues and problems are prevented. Systems and people remain productive and working. In the case where problems do occur, response times can often be within minutes. Consistency is the cornerstone of onShore’s Spectrum Service.

A study BY THE GARTNER GROUP
HAS REVEALED THE FOLLOWING:

\$5309 Cost of an *Unmanaged* XP machine over 3 years

\$3335 Cost of a *Managed* machine over 3 years

\$1974 Cost Savings of a *Managed* machine



Consistency creates reliability and renders no surprise expenditures or billings. How many times have you received a bill that you couldn’t understand or begin to determine if it was justified? Each program is based upon the following:

Spectrum Managed IT Service Features:

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

To keep you informed, you will receive regular communication and executive reports to let you know the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

Spectrum Managed IT Service Benefits:

- Reliability
- Security
- Consistency
- Productivity Gains
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs.

onShore Networks provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. onShore Networks uses advanced processes, tools and methodologies, to deliver superior

services that match your needs. You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. onShore Networks will help you turn your data networks into an effective, efficient component of your growing business.

COMPREHENSIVE SERVER MANAGEMENT

Our comprehensive Server management keeps your servers running, available and secure.

Server Professional Service Program

- Security Patch Management (SQL Server, Exchange, IIS, OS)
- Virus Definition Management
- Backup Management
- Firmware Management
- Service Monitoring and Notification
- Event Log Monitoring

MULTIPLE SERVICE LEVELS FOR WORKSTATION MANAGEMENT

Our comprehensive Workstation level services are designed to keep your systems and personnel productive. Each program provides varying levels of coverage based on user, desired results and budget without compromising quality.

Workstation Basic Service Program

Provides the basic services to keep the workstation secure and notify us of any imminent problems.

- Security Patch Management
- System Log Monitoring
- Virus Protection Management
- Daily System Audits
- End User Support Portal
- Monthly Management Report

Workstation Professional Service Program

Provides more advanced security measures for dealing with malicious threats, establishes baseline policies, asset tracking and changes, software rollout and upgrades and overall health of the workstation.

Includes Level 1 Service PLUS:

- Application Deployment
- Application Addition & Change Notification
- Hardware Change Notification
- Spyware Removal & Management
- Security Log Monitoring
- Application Log Monitoring
- Security Log Monitoring
- Bandwidth Usage Tracking
- Asset Management
- Report Generation
- Remote Management
- End User Remote Control
- Desktop Policy Enforcement

Options