



41001 Ann Arbor Rd.  
 Plymouth, MI. 48170  
 734-679-7876

		AM Serve	AM Care	AM Response	Optional
<b>Remote Monitoring</b>	Network Operations Center lets us know about problems in a timeframe that reduces or eliminates downtime	●	●	●	
<b>Remote Management</b>	Allows our engineers to take control of network devices and perform remote fixes that allows remediation of the majority of incidents	●	●	●	
<b>Reporting</b>	automated systems will generate reports on items that threaten the performance, security, or integrity of your network environment.	●	●	●	
<b>Spyware / Virus Protection</b>	We install and maintain anti-spyware and virus software on all covered PC's, ensuring immediate detection and prevention to keep you up to date and always protected from the evergrowing threat of intrusion.	●	●		
<b>Anti-Spam Protection</b>	We filter all incoming email messages, virtually eliminating unwanted ones before they arrive keeping your mailbox uncluttered by unwelcome and malicious visitors.	●	●		
<b>Monthly Network Health Meeting</b>	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.	●	●	●	
<b>Unlimited Service Desk</b>	Our service desk responds and acts on alerts, issues, and customer inquiries regarding the covered components of their contract.	●			
<b>Unlimited Help Desk</b>	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?")	●			
<b>Patch Management</b>	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.	●	●		
<b>Asset Management</b>	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.	●			
<b>Preventative Maintenance</b>	Preventive maintenance is the best method we've found for decreasing downtime and keeping security tight. This is provided on a monthly or quarterly basis depending on the solution you purchase.	●	●		
<b>Virtual CIO</b>	Our dedicated "Virtual CIO" will visit with you quarterly or as needed 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.	●			
<b>DNS Auditing</b>	Our staff can provide a detailed report of your DNS records to ensure your organization is up to compliance with the current standards. This can prevent any mail flow and website traffic issues.				●
<b>Security Auditing</b>	We provide detailed security audit and reporting to help identify any potential threats including Physical Location, Network Perimeter, Server/Hardware and Data security.				●
<b>Off-Site Storage</b>	We 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.				●
<b>Hosted Exchange</b>	We provide shared contacts, calendars, and instant access to your email from any computer through Microsoft's Exchange Hosted Solution to remove the hassle and cost of managing your own server.				●
<b>Projects</b>	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.				●
<b>Secure Data Center Co-Location</b>	We provide rack space and a secure connection between your server and locations from our secure, multiple power, redundant internet facility.				●
<b>Network Design</b>	Our Solutions Architect will design your network to meet your current needs and future growth, including cabling, connectivity and infrastructure.				●
<b>Blocks of Time</b>	Reduced rate blocks of time are available for any additional service needed.				●