

# Managed Services

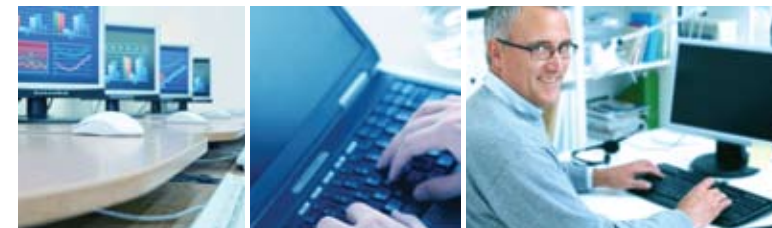
## DataWatch

**Effective management of resources** is the difference between success and failure. Nowhere is failure more expensive than in your network. KLH's DataWatch Managed Service program proactively manages your network, addressing issues before they result in failure, loss of productivity and loss of money.

We can't fix problems that we don't know about, so we make it a point to **monitor** key network elements for indicators of pending issues. It's a 24x7 process that alerts us day or night when something in the network is operating outside of our accepted norms.

This advance notice makes us aware of issues before they become problems, or if a failure does occur allows us to address it immediately, often before you are even aware there's a problem.

We **maintain** the investment you've made in your network. Detailed and complete maintenance routines are performed on network hardware to optimize performance levels, assure application of security and virus protection measures and to extend the productive life of network elements. We're applying the old adage, "an ounce of prevention is worth a pound of cure".



## MONITORING MAINTAINING SUPPORTING

The network exists to enable people to perform their jobs better and sometimes those people need help. The DataWatch program includes both remote help desk and onsite assistance.

In fact, we assign a team to your network, so we'll have multiple people familiar with your environment.

For issues or questions that can be handled remotely, we have a fully staffed, highly trained Help Desk to provide immediate response to **support** requests. In those instances when an issue is best addressed at your site, our dispatcher steps in and sends out the right resource to help you.

*KLH Consulting works cooperatively with us to determine the best solutions while taking into account issues such as reliability, risks, security requirements and cost.*

*Jay Z.*



# Single Source

Managed Services Provider



## Monitoring, Maintaining and Supporting

**Monitoring, maintaining and supporting** are all part of the big picture of managing your IT resources. Key to this management is effective communication. We provide regular updates about “what’s going on” with the network and user support issues through written reports and face-to-face meetings.

We work directly in partnership with you, or your IT staff, to understand your business goals and to **manage** a stable network infrastructure. When it comes to your network, failure is not an option.

The proactive DataWatch approach to managing your network resources include:

### 24x7 Network Monitoring

- ✓ Key Network Elements
- ✓ Server, Firewall, Switch, UPS
- ✓ Backup Status
- ✓ Workstations

### Full maintenance program

- ✓ Server Maintenance
- ✓ Workstation Maintenance
- ✓ Backup and Restore Testing

### Network Support

- ✓ Help Desk
- ✓ Onsite Support
- ✓ Emergency and After Hours Assistance

### Monthly Services

- ✓ Offsite Backup and Disaster Recovery
- ✓ Anti-spam Service
- ✓ Hosting – email, websites and applications

### Reporting

- ✓ Network Status Reports
- ✓ Component Level Reports for use in Issue Resolution and Troubleshooting

### Advisory Services

- ✓ Meetings to Review Business Initiatives and Technology Requirements to Support Business Goals
- ✓ Network Status Reviews
- ✓ Technology Planning and Budgeting

✓ *We check your network so you don't have to!*

# DataWatch Benefits

## Monitoring

- Enables timely identification and remediation of issues - usually before network downtime occurs
- Makes troubleshooting problems more efficient - decreases time to find and fix the problems
- Data from monitoring - is a vital tool in planning for hardware obsolescence and IT budgeting
- Provides baseline data on resource utilization - to allow maximization of hardware resources

## Maintaining

- Optimizes performance of the network - within expected norms for equipment and software in place
- Enhance the productivity of staff
- Assures security levels - to protect the network from intrusion and compromise of company data
- Assures updating of virus definitions - to prevent network infection and costly repair
- Extends the useful life of network elements
- Maximizes the value of the hardware investment
- Can be done without interruption of work

## Support Plan

- All support is provided by a team familiar with your network - thereby reducing time from report to resolution
- Remote support of both servers and workstations - eliminates wait times caused by travel delays, gives users rapid response to issues and allows them to return to work more quickly
- Provides access to emergency and after hours support for 24x7 service
- Saves money on network support or project work outside the scope of the DataWatch agreement as reduced rates are given to DataWatch clients.

## Monthly Services

- Can be selected in a menu-like fashion. Use only what is appropriate for your organization.
- Enables receipt of the benefit of the selected services without incurring the up front investment costs.
- Introduces flexibility in the usage of network resources and level of commitment to specific technologies.



**DataWatch services will help your business lower IT costs and improve overall network reliability**