

## WHY CHOOSE A MANAGED SERVICE?

Most technology service providers operate under a “break- fix” service model. In other words, when you have a problem you call a service provider to the fix the problem and then pay for the service. Unfortunately a “break-fix” model does not prevent problems, it exploits problems. “Break-fix” service capitalizes on catastrophe with high cost service and takes advantage of customers often desperate for a solution. With the average service cost of roughly \$200 per incident, and data recovery cost upwards of \$1,000, it’s no wonder why so many technology services focus on repair rather than prevention. The simple question is, if a “break-fix” company only makes revenue when customers have problems, what do you think they want to happen?

A managed service the provider (MSP) focuses on the preventing catastrophe. The goal of a MSP is to optimize the reliability and performance of customer’s PCs, servers and workstations. Managed service provides scalable options often including choices of scheduled maintenance, system health monitoring, and incidental service. A MSP is normally contracted under a flat rate. For this reason the focus of the MSP is to prevent any labor intensive catastrophes that reduce the profitability of the service offering. This is only accomplished by identifying and resolving potential issues before there is a crisis or down time scenario. This aligns the MSP with the same objective as the home or office customer; optimize performance, reliability, security and prevent catastrophe.

Managed Service	Tech-Watch Security + Hardware health monitoring	SA Optimizer Recurring Maintenance	SA Enhanced System Monitoring Maintenance + Service
Virus protection	✓	✓	✓
Monitored Virus protection	✓	optional	✓
Content filtering	optional	optional	✓
Recurring maintenance & optimization		✓	✓
Hardware health monitoring	✓	✓	✓
Central Management			✓
Backup management			optional
Service discounts		✓	✓
No cost incidental service			✓*
Server monitoring & optimizations			✓
Incidental service outside of schedule maintenance	N / A	Discounted	✓

\* No cost incidental service is limited to ten requests per enrolled computer per annual service period

## BENEFITS OF MANAGED SERVICE

### Predicable cost

Remove the guesswork and unpredictable cost associated with a “break-fix” technology service. Managed service is designed to be scalable, affordable, and empowers you with an accurate maintenance costs each and every year

### Scalable options

We understand that a home user typically doesn't have the same needs as a multi-server office environment; just as a small business of 100 users will need much greater attention than a home based business. For this reason we provide scalable managed service options. Whether you simply want peace of mind of knowing a certified tech is in the background to monitoring your system security and hardware health, want your system performance maximized regularly, or want a complete fixed-cost maintenance package, evolve offers choices that can be customized to fit your needs and budget.

### Health monitoring and loss prevention

An integral part of our managed service is our system health monitoring. Our utilities expose risk factors that would go undetected under a “break-fix” service. Security vulnerabilities, thermal conditions, storage health and other system conditions are monitored in real time 24 hours a day, 7 days a week. When a risk is identified we receive notifications via email and or text message. Potentially critical issues such as abnormal thermal conditions or hard drive health warnings are prioritized. Less critical challenges such as an occasional program glitch is corrected at the time of scheduled maintenance. Health monitoring helps to identify and correct the problems that could lead to costly downtime events that “break-fix” service providers capitalize on.

### Secured operations and content filtering

The ingenuity of cyber criminals is astounding. A simple typo in a web browser can point to a site that may appear normal on the surface. But many times web sites that look legitimate are designed to capture private information. With content filtering phishing sites, inappropriate sites, as well as compromised sites are blocked. Content filtering protects your kids from undesirable content and keeps your staff focused on work related pages rather than social media or controversial activities that may place you at risk.

### Increased reliability and performance

Laptops, PCs, workstations, and servers are reviewed and fully optimized during recurring maintenance. This process helps insure your systems continue to operate at full potential. Non-critical nuisances that often go unaddressed due to the high cost of “break-fix” service calls are corrected without additional cost.

### Reduced down time

Although health monitoring and notification typically provide advance notice of potential hardware failures, storage devices can sometimes fail without warning. With our optional backup management the recovery time is minimized. What may had been a costly data recovery disaster under a break fix service model is now reduced a minor inconvenience.

### Help when you need it

Technology changes rapidly and jumping on board a newly released application or operating system upgrade can sometimes lead to costly mistakes. We are just a phone call or email away to help you avoid incompatibilities or other challenges often overlooked by customers. We are here to steer you in the right direction with technology choices you may be considering.

## SERVICE OPTIONS

### TECH-WATCH

Tech-Watch helps prevent downtime catastrophes and the high cost of urgent reactive service for little more than the annual cost of virus protection. Tech-Watch monitors system hardware and security status and provides early detection of issues that typically go unnoticed under a “break-fix” service model. Hard drive health, thermal conditions, system errors, and security status is monitored in real time. When abnormalities are detected we are notified via email and SMS so that we can recommend a solution, implement a correction, or schedule a service appointment.

An optional add-on enhancement to Tech-watch is content filtering. On a home based system you can keep your kids from stumbling on to inappropriate content. At the office you can keep your staff focused on work related content rather than social media or other more controversial activities that may place you at risk.

### SA OPTIMIZER

Enrolment to the SA Optimizer helps insure your PCs and workstations operate at peak potential. Each month your system is reviewed for security risks and signs of potential hardware failure. During the scheduled service we repair corruptions to the system registry, disable obsolete background services, and run a combination of optimization utilities to maximize system resources and performance. We review the system logs for signs of corruption and insure recent security updates are applied. During the scheduled service we also address system nuisances and bugs that you may have reported.

### SA ENHANCED

The SA Enhanced is the best choice for mission critical workstations, servers, or individuals looking for a fixed IT service cost. SA Enhanced combines the recurring optimizations of the SA Optimizer with enhanced health monitoring and notification features beyond Tech-Watch. SA Enhanced also includes up to ten incidental service requests per system during the annual service period\*. Need a new printer setup right away? Maybe there is a new application you need setup, or a new employee needing a user account? These are great examples of how you can take full advantage of what the SA Enhanced service has to offer.

Within the SA Enhanced service, system hardware, security, and software updates are monitored and reviewed in real time within our management console. The central console allows us to deploy security updates, launch virus scans, and review the health and security status of the systems without direct access to the systems or disruption to user activities. If a risk is identified, we receive notification and review the status within the management console. Based on the severity of the event we can take action immediately or schedule corrections when the system is not in use. When a critical risk is indicated the event is relayed to customer and corrective action is taken immediately. Regardless of the severity, a generous number of reactive service incidents are included under the SA Enhanced without addition cost.

*\*Service requested outside of scheduled maintenance periods are limited to ten incidents per annual service for each system enrolled under the SA Enhanced service.*