guardian server

Server Monitoring, Maintenance, Management, & Support

"People come into my office all the time to try and sell similar IT services. I turn them away every time. Help-Now gets us – they understand our business, operations, and priorities. They keep us running smooth." – CFO, Truck Dealership (Philadelphia. PA)

- ✔ Operating System Patch Management
- ✔ Convenient After Hours Maintenance
- ✔ 24/7 Server Monitoring & Maintenance
- ✔ FREE Anti Virus/Spyware Software Licensing
- ✔ Daily Software Updates & Scans

- ✔ Unlimited Server Support
- ✔ Application Coverage
- ✔ Asset & Inventory Management
- ✔ Activity & Health Reports
- ✔ Event Log & Disk Space Monitoring

help now
Bridging Business & Technology

www.Help-Now.com

Are You Thrilled With Your IT?

As assertive as business owners and professionals are today, they are often short sighted when it comes to expectations from their IT provider. It's your classic case of, "I think I'm satisfied because I don't know I should be expecting more." Ask yourself the following questions, if you are not able to answer, undoubtedly, "yes" to each it might be time to re-evaluate what you are paying for.

Does your provider...

Watch your server 24 hours a day 7 days a week 365 days per year?
Our system services never sleep because we understand that business doesn't either.

Educated Decisions Keep You In Control. In order to provide successful business solutions we feel it is necessary to understand your business and make sure you understand ours. This collaborative approach, focuses on open communication and consultation. We give you the information and tools you need to understand your options and benefits. Together we tailor services to fit your business objectives.

Understand your business?
Each of our clients is assigned a 3 person team. We know your environment. This also helps us understand your business and company culture allowing us to tailor services to best support your initiatives.

Scan and patch your system daily?
We know what's wrong and when it goes wrong. From contracting a virus to receiving spam, we find these issues daily and fix them before they can effect your business.

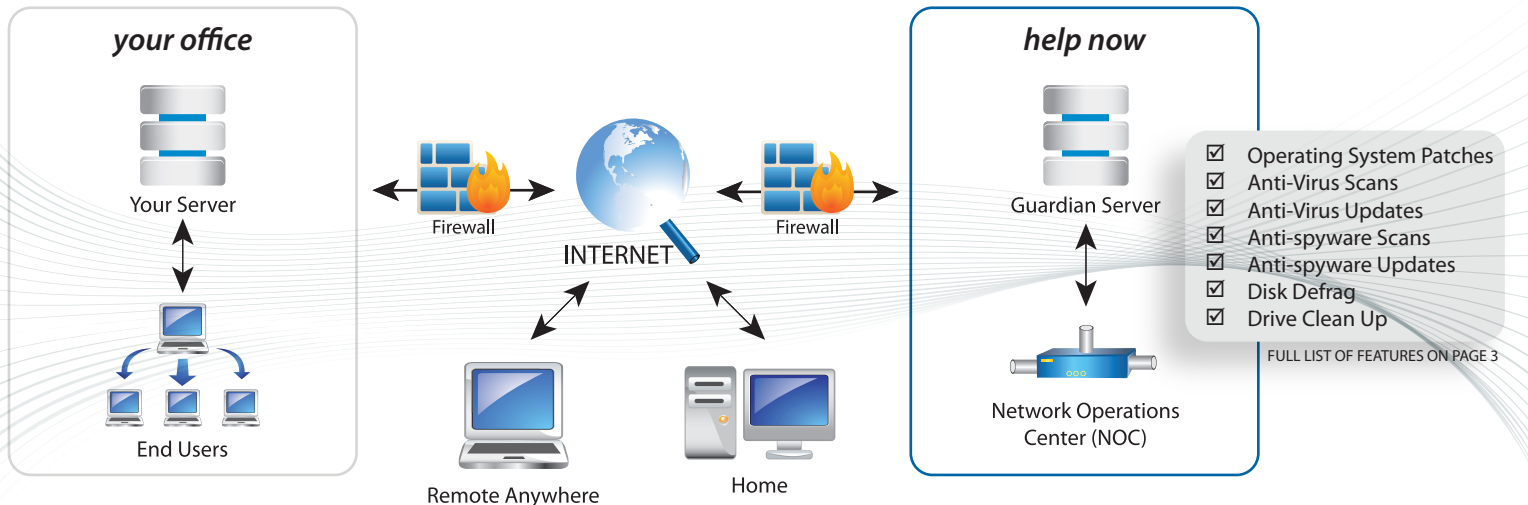**Schedule maintenance around your business specific off hours?**
Being a business ourselves, we understand the meaning of "business hours" and the importance of running as efficiently as possible. Our maintenance is scheduled around your specific needs ensuring that we're adding to the solution and not the problem.

Proactively fix issues without down time?
Potentially harmful issues are found, fixed, and reported before you ever find out there was ever a problem. Down time is not in our vocabulary.

Visit us at www.Help-Now.com for more on our entire Guardian Suite

GUARDIAN SERVER

your office
Your Server
End Users

Firewall
INTERNET
Firewall

Remote Anywhere
Home

help now
Guardian Server

☑ Operating System Patches
☑ Anti-Virus Scans
☑ Anti-Virus Updates
☑ Anti-spyware Scans
☑ Anti-spyware Updates
☑ Disk Defrag
☑ Drive Clean Up

FULL LIST OF FEATURES ON PAGE 3

Network Operations
Center (NOC)

Server protection is about...

» **Securing your environment,** through implementing proven industry best practices.

» **Daily preventative patching and maintenance,** saving you time and money.

» **Predicting hardware and software malfunctions before they occur,** so you can budget and allot time for upgrades.

» **Communicating the actions we take,** regarding your technology and keeping you informed and in control.

» **Executing your daily business operations,** with resources that simplify your routine.

» **Getting support when you need it,** not waiting on hold or for a call back.

» **Working with people you trust,** a dedicated 3 person team who get to know you and your business.

Do you know how much it costs you if your server crashes?

COST PER OCCURRENCE = $(To + tD) \times (Hr + Lr)$

*To = Time/Length of Outage; Td = Time Delta to Data Backup; Hr = Hourly Rate of Personnel; Lr = Lost Revenue per Hour

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Server Monitoring, Maintenance, Management, & Support

Guardian Server offers Proactice, Pre-emptive maintenance and monitoring for your servers.

	Essential	Enhanced	Premium
Daily Operating System Patch Management	√	√	√
24/7/365 Server Monitoring Services	√	√	√
Server Anti Virus Software Included	√	√	√
Daily Anti Virus Software Updates & Scans	√	√	√
Server Anti-Spyware Software Included	√	√	√
Daily Anti-Spyware Software Updates & Scans	√	√	√
Server Asset & Inventory Management	√	√	√
24/7/365 Event Log Monitoring	√	√	√
24/7/365 Disk Space Monitoring	√	√	√
24/7/365 Server Availability Monitoring	√	√	√
Unlimited Remote Server Support		√	√
Performance Management		√	√
Problem Management Services		√	√
Change Management Services		√	√
Monthly Activity & Health Reports		√	√
Technology Roadmap			√
Unlimited Onsite Server Support			√
Application(s) Coverage			√