



Remote Monitoring and Management

cim|concepts™



End Your Computer Worries Once and for All

Like all businesses, you depend on your computer network. Have you ever needed to send an important email or access vital information, but the system or data was inaccessible? Traditional support models have you call for help, and wait for a technician to be dispatched to troubleshoot the problem. In some cases, making multiple trips for parts! This model forfeits precious uptime for diagnosis, travel and repair - all on your dime. We've put an end to that.



"CIM Concepts technicians have remote-support access into your network, so they can begin diagnosing problems immediately."

Our responsive offering gives you the assurance that your organization's data infrastructure receives the required level of support. Built on the strength of our suite of tools and our renowned customer service, we respond rapidly to changes in the health of your network and applications, and to your requests for help. Efficient troubleshooting means that we get you up-and-running faster than ever.

Our enterprise-class computer network support and monitoring capabilities empower us to dramatically reduce the time it takes to diagnose and resolve network problems or failures. This translates into increased employee productivity and cost savings for you. In some cases, problems can be avoided before they even happen.

Do these issues plague your business?

- ✚ **Slow service?** Is your current service provider slow to react to your problems? Or do you struggle to fix breakdowns on your own?
- ✚ **Bad timing?** Do server problems or network outages always seem to happen at the most inopportune time?
- ✚ **Downtime impact?** How much does computer down time cost you each month in lost productivity?

Program Advantages:

- ✚ **Faster issue resolution with network monitoring:** With constant network availability and performance monitoring, we dramatically shorten the time from computer failure to issue resolution. Our technicians always know the health of your network.
- ✚ **Increased productivity:** Continuous insight into your network and remote support capability let us reduce the business impact by shortening the time from computer or network failure to issue resolution.
- ✚ **Lets you focus on your business:** We are your computer systems watchdog, enabling you to focus on your core business activities instead of managing computer equipment problems.



Program Features:

- ✚ **Constant Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- ✚ **System Health Reports** provide information for troubleshooting or long-term planning.
- ✚ **Remote Network Support** is delivered remotely from our support center to diagnose and resolve network or server issues rapidly, or technicians can be dispatched for on-site diagnosis and repair (billed on an hourly as-needed basis)
- ✚ **Patch Management** ensures all of your Windows servers and PCs have the most up-to-date security and system patches, helping to optimize performance and minimize security risk.
- ✚ **Antivirus Monitoring and Updates** ensure your antivirus programs are functioning properly and that the latest industry security updates to your systems are being received and installed.
- ✚ **User Support Services** assist your employees with any technology problems or questions that they have, and remotely resolve PC performance issues they may be experiencing (billed hourly as-needed).

Standard Features	Description
Router and Switch Availability and Performance Monitoring	Monitoring of the ongoing health, performance bandwidth, traffic and errors of networking hardware.
LAN Support **	Support services for the ongoing operation and configuration of the customer's local area network.
Server Hardware and OS Performance Monitoring	Monitoring of the ongoing health, performance and errors in server-based Operating Systems.
Server Support Services **	Resolving issues that arise with applications such as email, internet, and backups.
Desktop performance monitoring	Monitoring of the ongoing health in the operating system and hardware of desktops and laptops.
UPS Monitoring	We monitor the ongoing performance of installed power supply solutions.
Firewall Monitoring	Continuous monitoring of the availability and connectivity of the customer's firewall.
Asset Tracking and Reporting	Regular, detailed asset reports, also showing computer equipment changes over time.
License Compliance Reporting	A regular report showing actual licenses consumed of specific software applications.
Device Usage Reporting	Regular reports with detailed metrics including bandwidth, traffic, disk utilization, memory, CPU.
OS Security Patches	Patches automatically updated on a regular basis to the customer's servers and desktops.
Antivirus Support	Proper configuration and installation of supported antivirus applications on servers and workstations.

** Indicates services billed on an hourly as-needed basis



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Let Us Be Your Computer Lifeline