



CompleteIT™

Managed Services for Servers and PC's/Laptops

Your total solution for proactive monitoring and care of your IT infrastructure.
Choose your level of support:

- **CompleteIT Basic™** - monitors and alerts you to problems and provides fast access to service and support.
- **CompleteIT Comprehensive™** - monitors and resolves most performance problems even before you know they exist – and provides full help desk support for one low monthly fee.

Network/Server Management

- Automated Microsoft patches and security updates (includes PC's/Laptops)
- 24/7 automatic problem identification, notification and escalation of issues requiring hardware or onsite support
- Proactive preventative maintenance and repair
- Detection and remote repair of performance issues – fixes problems before you even know they are there!

CompleteIT Basic™	CompleteIT Comprehensive™
✓	✓
✓	✓
	✓
	✓

Help Desk Support

- 24/7 Operating System and Application support via toll free help desk
- Tier 1- Non-critical issue identification with automatic remote remediation
- Tier 2 - Critical issue escalation and resolution management with senior technical expert

\$	✓
	✓
\$	✓

Network Security

- Automatic Virus, and Spyware detection updates
- Malware detection and removal
- 24/7 remote network and PC/Laptop firewall and security monitoring
- Data protection (GuardIT) – Offsite, automated data backup
- Email Protection and Archiving – Regulatory compliance
- Network Configuration and Vulnerability Assessment

✓	✓
	✓
	✓

<i>Optional</i>	<i>Optional</i>
<i>Optional</i>	<i>Optional</i>
<i>Optional</i>	<i>Optional</i>

Client Communications

- Timely issue tracking, escalation and communications
- Quarterly network review
- Hardware and software inventory management (Server and PC)
- Growth & Technology refresh planning

✓	✓
\$	✓
<i>Optional</i>	✓
<i>Optional</i>	<i>Optional</i>