



Preferred NetManage *Complete*

The Total Network Management Solution



The Solution Exposed

PTS' *NetManage Complete* managed service offering provides clients the ultimate experience in network management. We simply take care of all of the daily issues that can arise on your network, and with your individual users. The keys to this powerful offering are the **PTS Data Center**, our **professional engineering staff**, our **Help Desk** and our **world class support tools**. The Help Desk and Data Center work in combination with the best network management tools available in our industry today to bring a level of management and security to your network that has not been available until now.

Listed at the right are the various elements that comprise our *NetManage Complete* Offering.

We Help Businesses Optimize Their Existing Network and Save Money, Improving Your Bottom Line.

- **We Are Highly Certified**
- **We Are Very Responsive**
- **We Take The Time to Understand Your Business**
- **We Provide Great Value**
- **We Have Been in Business for Over 16 Years**

24x7 Network Monitoring

Your network infrastructure (servers, routers, firewall, backup, etc.) is monitored around the clock, and our Help Desk responds to all critical alerts (proactively or reactively based on client preference). Monitoring also provides predictive analysis and early problem identification and resolution.

Patch Management

NetManage will patch all servers and desktops in the environment. This ensures that all network PCs and servers are secure and updated with the latest patches available. This also provides for license management.

Asset Discovery and Asset Management

Discover all hardware and software assets on your network, and track each one. This service helps discover and maintain software compliance.

Help Desk Support

Unlimited calls to our Help Desk to solve end user issues. No onsite fees or support charges. Priority response to end user issues ensures faster resolution.

Escalation Support

Calls that cannot be resolved remotely with our management tools will be escalated to our professional engineering staff for resolution whether remotely or onsite.

Remote Control to all Devices on the Network

Provides rapid access and faster response to end user and server issues, remote administration of end user changes (MACs), and also includes a suite of Active Directory and security profiles for complete environment management.

Managed Security

Provides firewall edge appliance services such as gateway antivirus, anti-spyware, intrusion prevention, and content filtering.

Email Management

All email will be routed through the NetManage email management device for spam and virus removal. Each client has an individual domain with white/black list.

PDA Support

Support for Blackberry, Palm and Windows Mobile devices.

Management Reporting

Client receives a suite of monitoring, patching, and email desktop reports that identify areas of network strength and areas for improvement.

Management Reviews with VCIO

Meet regularly with client to discuss trends, issues and review reports. Our managed service consultant provides insight related to client environment.





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PTS' NetManage Complete program is comprised of four key components. These combined elements address the infrastructure that supports your network, with various levels and types of support, and a strategic technology roadmap to support the future of your organization. With this comprehensive solution in place, your business will run more efficiently, more cost-effectively, and more securely.

INFRASTRUCTURE

Proactive Technology Management

Centralized Services

- ✓ 24x7 Network Monitoring
- ✓ Patch Management
- ✓ Email Management
- ✓ Desktop Optimization
- ✓ Business Continuity
- ✓ Remote Backup
- ✓ Managed Security

Network Administration

Dedicated Network Administrator

- ✓ Technology Checklist
- ✓ Process Driven
- ✓ Best Practices
- ✓ Centralized Management
- ✓ Continual Network Review

Technology Consulting

Dedicated VCIO

- ✓ Technology Summary
- ✓ Budget Planning
- ✓ Business Impact of Technology Decisions
- ✓ Business Roadmap

Reactive Support Services

Customer Support Team

- ✓ Support Desk Access - 24x7
- ✓ Onsite Support Escalation
- ✓ Problem Isolation and Resolution
- ✓ "How To" Questions
- ✓ Customer Portal
- ✓ Remote Support Framework

SUPPORT

STRATEGY