



MicroConvergent Managed Services

Automated, remote management of your information technology (IT) networks, telephony and online systems. Get guaranteed 99.5% uptime and reduce IT costs up to 50%!

Nothing is more essential to your business than the uninterrupted availability of your IT and network infrastructure. MicroConvergent offers a variety of comprehensive managed service plans to lower your business risk and free up your resources for core business initiatives. Our managed service plans are designed to maximize performance and uptime, for approximately 50% of the cost of in-house staff. We are so confident in our services we guarantee 99.5% uptime under an Enterprise Level Service Agreement!

Solve problems before they happen

We proactively monitor your IT and network components remotely, over the Internet, from our ultra-secure data center using advanced automation-enabled tools. Remote remediation addresses issues before problems occur, ensuring your business is always up and running. In the rare instances when on-site assistance is needed, our nationwide support network provides rapid response.

MicroConvergent Managed Services provide:

- ◆ **Better device and network performance with high availability**—systems and networking optimized and monitored 24/7/365. Enjoy 99.5% guaranteed uptime with a Enterprise Level Service Agreement.
- ◆ **Reduced maintenance costs**—reduce overall costs to as little as 50% of the cost of in-house resources.
- ◆ **Predictable costs**—eliminate hidden costs with flat monthly fees. Pay only for the devices you wish to cover.
- ◆ **Optimized use of internal technical resources**—free up your technical team to focus on core business activities.
- ◆ **24/7/365 Help Desk availability.**
- ◆ **Access advanced and new technologies**—without capital investment or addition of development staff.
- ◆ **System performance visibility**—secure client web portal provides useful features such as event notification, web portal reporting and problem identification/resolution.
- ◆ **Accurate capacity planning**—see current usage and available capacity of your network for proactive planning without interrupting service delivery or customer satisfaction.
- ◆ **Linking of contact centers**—improve communication between business sites and deliver more consistent customer service.

Managed Service Plans

Flexible managed services that keep you up and running, at a fraction of the cost of in-house IT.

MicroConvergent offers three levels of managed services for your technology infrastructure.

- Enterprise:** Under this comprehensive plan, MicroConvergent guarantees 99.5% uptime. It provides round-the-clock monitoring of your devices under contract, full Help Desk support and, remote or on-site repair when required. (Parts not included.)
- Professional:** This option provides continuous monitoring plus remote problem remediation by MicroConvergent. On-site repair can be provided but does not include parts or labor. With our Professional level service plan, you have access to full Help Desk support.
- Basic:** The Basic level plan provides monitoring around the clock. If an alarm is generated, MicroConvergent will immediately advise you. You choose how you would like to resolve the potential problem, either by contracting with MicroConvergent or utilizing an in-house or other source. Help Desk support, remote problem resolution and on-site repair can be provided but does not include parts or labor.

In addition to performance, the devices you select are continuously monitored (24/7/365) for software compliance, device changes and warranties. An Enterprise level service plan lowers your business risk by anticipating and preventing problems and ensuring more predictable system performance.

PLAN FEATURE	MONITORING	MONITORING + REMOTE REMEDIATION	FULL MANAGED SERVICE
Baseline Technology Audit	✓	✓	✓
24/7/365 Remote Monitoring	✓	✓	✓
Live Help Desk Support	✓	✓	✓
Proactive Detection & Alarm Notification	✓	✓	✓
Remote Remediated Issue Resolution		✓	✓
Service, Response & Repair	Pre-authorized	Pre-authorized for all issues that cannot be resolved remotely	On-Site Service, Response & Repair on all issues with 99.5% SLA Guarantee.
Emergency On-Site Support (If required)	Pre-authorized	Pre-authorized	✓
Server & Desktop Patch Management		✓	✓
Secure Client Portal (View your network plus web-based ticket submission and status.)	✓	✓	✓
Asset Inventory Management			✓
Predictive Failure, Performance Monitoring and Capacity Planning			✓
Monthly Reporting on Issue Resolution and Systems Health	✓	✓	✓
Quarterly On-Site Report Analysis	✓	✓	✓

Interested in talking with us? Call toll free at 877-322-6967 or visit www.microconvergent.com.

About MicroConvergent

MicroConvergent is a national provider of professional IT and remote managed services. Our advanced, automation-enabled technologies are delivered remotely over the Internet from a secure, state-of-the-art data center, and uniquely supplemented by a nationwide on-site support network. We help businesses maximize the value of their technology investments in ways that are smart, safe and cost-effective.

