

WALDON COMPUTINGCOMPUTER SALES, SERVICE
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Evolution in IT Solutions

Total network peace of mind. Your time is precious. You have more important issues to deal with than your computer network. It is, however, a critical enabler to your business and in need of attention to ensure it's running predictably, optimally and securely. Our fully managed program is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.

At Waldon – we make it our goal to know your IT infrastructure from the inside out. This makes for a QUICKER incident resolution!



Total IT support and management for a fixed monthly price – it's that simple. We provide all of the benefits of an internal MIS department for a fraction of the price of staffing one yourself. We reduce the business impact of IT failures by minimizing their occurrence, and any unforeseen issues are dealt with as a top priority. All aspects of your network are covered: security, data protection applications and hardware.

When you outsource the management of your important IT resources to us, we look upon this as a partnership. Our comprehensive and professional approach means we **are** your IT department. By optimizing your network's performance, it will work at the peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your network. Security, networking, data protection and user support - we handle it all for a single, predictable price.

Do these issues plague your business?

- **Stuck in a break-fix nightmare?** Many service providers just address the symptoms of downtime, and not the root cause!
- **Downtime impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?
- **IT budget crunch?** Under pressure to reduce IT costs, increase value or maximize profitability?

Program Advantages:

- **Lets you focus on your business:** We are your networking watchdog, enabling you to focus on your core business activities instead of managing a network or its problems.
- **Protection of your IT investment:** With ongoing professional maintenance, your most critical network devices will always be as stable and as reliable as the day they were first installed.
- **Increased productivity:** Continuous insight into your network lets us reduce the business impact of IT failure by shortening the time from network failure to issue resolution.



Program Features:

- 24x7 Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- Network Monitoring** constantly tracks the performance of your network – bandwidth, errors and other key indicators. This means your users always experience a stable environment.
- Server Configuration Management** provides the utmost in security and productivity by designing, deploying and enforcing standardized server configurations.
- Management of Your Backup Solution** protects you from data damage or loss. We monitor, manage and test your custom data backup plan, as well as re-evaluate the plan to verify it is optimized.
- Antivirus Monitoring and Updates on Servers and Workstations** ensures your antivirus programs are functioning properly and that the latest industry security updates to your systems are being received and installed.
- 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.

Standard Features	Description
Complete Server Monitoring	Monitoring of the health and performance of your servers and shared applications
24x7 Monitoring	Around the clock Monitoring of all your IT equipment - With self healing capabilities
Priority Client Response	As a preferred client, you are awarded priority response levels to support issues
PC Complete	Unlimited preventative maintenance, response and troubleshooting of your PCs (Depending on Plan)
Onsite Response	Technicians are dispatched to your office when major IT support issues arise
Remote Response	Technicians work remotely on your network to resolve minor issues
Total Backup Solution	Guaranteed continuity of your critical business services and data monitored 24/7
Complete Monitoring	In-depth health performance monitoring of all elements of your business' IT assets
Absolute Security	Encryption, digital rights, intrusion prevention and a hardened environment
Managed Printers	Troubleshooting, monitoring, maintenance and repair of your business' printers
Networking Control	Monitoring and continuing maintenance of your LAN, WAN, domain and VPN
IT Asset Lifecycle Management	Ongoing upgrades, replacement and disposal of all hardware and software



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