



MoreCare Program

At **More Power Computers Inc.**, we have been working hard to enhance your IT experience by introducing proactive services to our support offering.

Technology is the #1 budget item after HR, yet it is the least understood. Allow us to use our expertise to help you reduce your maintenance costs and increase the service quality and reliability of your IT infrastructure.

One of the hardest things in maintaining a computer network is predicting what may fail and when. Managing a network by only reacting to issues can lead to lost time. Determining there is a problem, requesting help, waiting for technicians to be dispatched, waiting for diagnosis, and then more waiting for the problem to be resolved – All of this is lost time and productivity to your organization. At More Power Computers, we have a better way to serve you.



Why Choose More Power Computers as your Technology Support Partner?

We can help keep your key business tools like email and internet up and running by working to reduce the amount of issues that you experience. With our **MoreCare Program** we'll have technicians looking after your network to deal with issues BEFORE they affect your productivity.

"More than once, More Power Computers has worked with us to resolve imminent network issues much more effectively than we could have by ourselves. Having More Power on our team helps us deliver amazing IT services to our employees and keep them highly productive"

Frank Lee
Lee Manufacturing

Our MoreCare Program can address your business needs by:

- **Giving you peace of mind:** Let us be your network watchdog, enabling you to focus on core business activities instead of putting out fires when network disruptions occur.
- **Enabling continuing business productivity:** proactively detecting and resolving issues BEFORE they happen through scheduled preventative maintenance activities that are designed to keep your network operating as efficiently as possible.
- **Safeguarding the integrity of your network:** providing regular checkups to ensure that operating system patches, antivirus updates and other important elements of your network are being proactively guarded. We reduce the likelihood that your network will be compromised by a virus, worm, hacker or other malicious attack.
- **Stabilizing and rationalizing your IT spend:** Through our proactive approach, we will reduce the 'emergency service call' from your vocabulary and help to create more predictable IT spend patterns.
- **Access to a wealth of IT expertise, and experience:** Our staff has over 60 years of combined experience and is accredited by Compaq, CompTIA, Hewlett-Packard, Microsoft, Intel and others. We use industry-leading management tools to provide you with the highest level of service possible.



Category	MoreCare
Server & Network Monitoring & Preventative Maintenance	Availability, Performance & Predictive Failure Monitoring
Vital parameter monitoring	✓
Server & network device availability & performance monitoring	✓
Windows OS patching	✓
Server & workstation patch monitoring	✓
Server & network device preventative maintenance	✓
Security Services	
Firewall monitoring & preventative maintenance	✓
Server antivirus updating	✓
Server antivirus monitoring	✓
Network Support Services	
Monthly network inspections	✓
Relationship management with software vendors	✓
Reactive support	✓
Client alerts	✓
Network Assessment	
Detailed network schematics	✓
Hardware & software inventory	✓
Warranty & serial number data compilation	✓
Consulting and Strategic Planning	
Monthly network health review reports	✓
Quarterly strategy & planning meetings	✓
Internet Service	
Internet connectivity & usage monitoring	✓

Additional Services Modules

In addition to services provided under our **MoreCare Program**, we can augment your solution with all of the following additional service modules:

- **Advanced Security Services**
 - ✓ Vulnerability scans and security audits
 - ✓ Active Directory and file access auditing and alerting
 - ✓ Penetration testing
 - ✓ Security design consulting
- **Network Printing Services**
 - ✓ Monitor printer toner and paper levels
 - ✓ Error message monitoring
 - ✓ Printer maintenance
- **Advanced Backup Services**
 - ✓ Backup plan design and implementation
 - ✓ On-site and remote backup management
- **End-User help Desk Support Services**
 - ✓ Helpdesk support
 - ✓ Online service ticket generation
- **Workstation Monitoring & Maintenance**
 - ✓ Workstation performance & availability monitoring
 - ✓ Patch management
 - ✓ Periodic preventative maintenance
- **Advanced Consulting Services**
 - ✓ Procurement assistance
 - ✓ Vendor interface assistance
- **Advanced Internet Services**
 - ✓ URL and/or content filtering

Ask for a customized quote today!