



MoreSupport Program

Our Eyes on your Network

Like all businesses your size, you depend on your network to perform at its peak. How often have you wanted to send an important email only to find that the email server was down? How often have you wanted to access some important client information, but the database or file was inaccessible?

In today's competitive environment, you cannot afford to fall behind, and a partnership with **More Power Computers, Inc.** will help prevent this. Since 1994, **More Power Computers Inc.** has developed an unmatched level of expertise in serving the unique needs of small businesses through our exclusive **MoreSupport** program.

More Power Computers' MoreSupport program can address your IT needs by:

- Monitoring the critical health status of your network devices and applications, such as your email or internet connection
- Remotely diagnosing problems
- Working quickly to resolve any issues, so that you can get back to business as quickly as possible.



The **MoreSupport** program will reduce downtime by dramatically shortening the time from failure to issue resolution. At **More Power Computers**, we will monitor the availability of your critical services, and at the first sign of trouble, immediately inform you of the issue. You can also pre-arrange for our technicians to automatically begin the remediation process on critical devices – you'll never know there was a failure!

More Power Computers' **MoreSupport** Program allows your team to focus their energies on revenue generating solutions, instead of day-to-day hardware and network maintenance.

Why Choose More Power Computers as YOUR Technology Support Partner?

Benefits:

Peace of Mind: Let us be your network watchdog, allowing you to focus on your business revenue-generating activities and leave the fire-fighting to us

Higher Levels of Employee Productivity: By allowing us to watch your network, we can reduce the business impact of IT failures by shortening the mean time from failure to issue resolution

Cost Savings: Monitoring will allow us to immediately determine the root cause of a network issue, thereby reducing the task of issue diagnosis from hours to minutes – resulting in cost savings to you

Introducing Accountability and Transparency into Your ISP or Other Hosted Applications: Because we can monitor the connectivity of your internet connection and other hosted applications, we can provide reporting around the actual delivery of such services – all designed to ensure you are receiving the level of service you are paying for

Access to a Wealth of IT Expertise: Our staff has over 60 years of combined experience and is accredited by Compaq, CompTIA, Hewlett-Packard, Microsoft and others



| Category | MoreSupport |
|-----------------------------------------------------------------------|---------------------------------------|
| Server & Network Monitoring | Availability Monitoring |
| UPS Monitoring | ✓ |
| CPU, Disk, Swap | ✓ |
| Event Log | ✓ |
| Services (Processes) | ✓ |
| Verification of Backup | ✓ |
| Firewall Availability Monitoring | ✓ |
| Anti-virus Definition File Updates | Optional |
| Antivirus Activity | Optional |
| Patch Monitoring | Not included – MoreCare |
| Anti-virus management | Not included – MoreCare |
| Microsoft Windows Event Log Monitoring | Not included – MoreCare |
| Windows Server Monitoring: Exchange, SQL, ISA, Terminal Services, IIS | Not included – MoreCare |
| Network Support | |
| Reactive Support | Hours are drawn from a pre-paid block |
| Proactive On-site Maintenance | Not included – MoreCare |
| Remote Maintenance | Not included – MoreCare |
| Help Desk End User Support | Not included – MoreCare |
| Additional Services | |
| Network Health Assessment | Optional - \$299 |
| IT Consulting | Quarterly |
| Reporting | Monthly |
| Remote response | 1 hour response |
| Onsite response | 4 hour response |

MoreSupport Program

- **Availability Monitoring** see network devices
- **Backup System Monitoring** backup of your key data occurs scheduled
- **Virus Protection Monitoring** that your antivirus program properly and virus updates received and installed
- **Internet Connectivity (and hosted applications) Assurance** ensure your ISP is delivering its stated availability targets
- **Firewall Availability Monitoring** the status of your firewall
- **Discounted Service Block** support
- **Monthly Comprehensive Health Check** the health status of your critical devices
- **Quarterly Consulting Services** budget and plan for future IT and growth
- **Priority Response** over non-critical customers

Ask for a customized quote today!