



Providing Visibility Into Your Network

As a small business owner, you spend most of your time managing your employees, servicing your customers, prospecting for new business and attending networking events, all worthwhile and important activities required to maintain and grow your business. But with such a hectic schedule, you are probably ignoring the life-blood of your business — your computer network.

How often have computer issues hijacked your day? Instead of focusing on your core business or revenue-generating activities, you were shackled to your office waiting for a computer technician to arrive. Not the best use of company resources, is it? You have probably thought, “There must be a better way.”

Solution Simple is a leading provider of managed services, dedicated to supporting the computer and networking needs of your small business. We never stop working to ensure that the networks our customers depend on function as efficiently and as reliably as the day they were first installed. With our innovative network response program called IT MADE SIMPLE, you can be assured that your days of waiting around are over!

With IT MADE SIMPLE, You Get:

- **Peace of Mind.** Leave the fire-fighting to us. Let us be your network watchdog, allowing you to focus on your core business and revenue-generating activities.
- **Increased Productivity.** Reduce the business impact of IT failure by shortening the mean time from network failure to issue resolution by allowing us to watch your network through our priority response guarantee.
- **Cost Savings.** 24x7 monitoring provides visibility into your network allowing us to immediately determine the root cause of any network issue, and reduce the task of issue diagnosis from hours to mere minutes — resulting in substantial cost savings and downtime reduction.

- **Accountability & Transparency Into Your ISP.** We monitor your Internet connectivity and other hosted applications, and provide reporting around the delivery of those services – all designed to ensure you receive the guaranteed service level you’re paying for.
- **Access to a Wealth of IT Expertise & Experience.** Our staff has over years of combined experience and holds the following certifications and accreditations: .

IT MADE SIMPLE Offers:

- **A Safe & Secure Network.** Firewall, antivirus and general security performance service monitoring ensures that your network’s integrity is an ongoing priority and that your security investment is working.
- **Network Infrastructure Monitoring.** We keep track of the details and composition of your network assets and hardware, helping you make intelligent decisions about what needs to be upgraded, what is missing, what has appeared unexpectedly and what should be purchased based on your business planning and objectives.
- **Insight into Software Licensing.** Knowing what software and applications are running on your network is essential so that you can be notified if unsafe or unsanctioned software is installed on any of your computers. We can track how many licenses of your legally-purchased software you are running, and help you avoid fines that could result through violation of your license agreements.



- **24x7 Monitoring** ensures the critical devices and applications that comprise your small business network are up and running
- **Employee Workstation Performance Monitoring** improves productivity by ensuring employee workstations are running optimally
- **Backup System Monitoring** ensures the backup of important business and client data occurs as scheduled, protecting it from loss or damage.
- **Internet Connectivity and Hosted Application Assessment** gives you peace-of-mind that your ISP or ASP is delivering and meeting its stated availability guarantees.
- **Comprehensive Quarterly Reporting** provides insight into the health and status of your critical network and desktop devices.
- **Guaranteed Priority Response** gives you priority service over non-contractual customers when issues are identified.
- **Discounted Service Rate or Optional Purchase of Service Block** for high-response remote or on-site support.
- **Firewall Availability Monitoring** allows detection of security events, hacker activity and verifies that your firewall is protecting you
- **Virus Protection Monitoring** ensures your antivirus programs are functioning properly and that virus updates are being received and installed.
- **Windows Patch Level Monitoring** ensures that all Windows servers and desktops in your network are continually updated with the latest security and performance patches and updates.
- **Application Compliance Monitoring** helps minimize network corruption due to unauthorized downloading or installing of applications by your employees that are outside your approved list of programs.
- **Asset Monitoring** provides visibility around the inventory of deployed assets that will help manage your IT asset portfolio.



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