



Serverguard

We take the time to understand your Organization's staff and design a help desk program based on your needs. Through extensive research and dedication to our clients, we have developed methods that utilize the latest technology to offer help desk solutions that work to increase your productivity while reducing your current MIS budget.

OUR PLATFORM Everyone at Datacore knows and understands we succeed one client at a time. In order for us to succeed, we have to make sure YOU succeed. Our understanding of this is what drives us to provide the most flexible options for your needs and back up those options with unparalleled quality and support. We provide our clients with an enterprise level web-based service order system for maintaining and tracking service, as well as full escalation and approval procedures.

OUR NUMBERS

- Help Desk average wait time is less than 30 seconds
- Average calls dropped is 1 in every 500
- Number of outsourced engineers is ZERO
- Average 1st call resolution is 98%
- Immediate assistance provided for 99% of calls
- 95% of all calls are resolved within 4 business hours

OUR TOOLS

- Custom Web-Based Help Desk Tracking System
- 24/7 Emergency Remote Access
- International Web-Based Rescue
- 24/7 Proactive Hardware and Software Monitoring

RESPONSE AND RESOLUTION TIMES

The following table shows the targets of response and resolution times for each priority level:

Trouble	Priority	Response Time (in hours)	Resolution Time (in hours)	Escalation Threshold (in hours)
Service not available	1	Within 1 hour	ASAP – Best Effort	1 hours
Significant degradation of service (critical functions affected)	2	Within 2 hours	ASAP – Best Effort	2 hours
Limited degradation of service (limited functions affected, business process can continue)	3	Within 8 hours	ASAP – Best Effort	8 hours
Small service degradation (business process can continue)	4	Within 8 hours	ASAP – Best Effort	24 hours



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SERVERGUARD SERVICES	
Advanced Hardware Health Monitoring	✓
After Hour, Weekend and Holiday Event Notification (If Requested)	✓
Centralized Software Deployment and Administration	✓
Client Volume Discount on Hardware and Software	✓
Confirm Anti-Virus/Anti -Spyware Updates Have Occurred	✓
Detailed Diagram Showing Your Network Layout	✓
Firewall and Network Security Monitoring	✓
Hardware and Software Asset Management	✓
Monthly Check for Firmware Updates on Network Devices	✓
Remote Server Remediation and Management	✓
Monthly Executive Report	✓
Remote Maintenance for Server Hardware	✓
Quarterly Business Review Conference Call	✓
Remote Manage Network Printers (Must Have SNMP) Available	✓
Standard Software Patch Management of Operating Systems	✓
Advanced Software Patch Management	✓
Clean and Prune Directory Structure, Keep Efficient and Active	✓
Exchange Server Mailbox Management	✓
Hot Swap Servers (Some Restrictions Apply)	✓
Install Supported Software Upgrades on Servers	✓
Intruder Detection and Preventative Measures based on Client Hardware	✓
Manage Directories, Shares and Security Groups, New Accounts	✓
Weekly Backup Verification	✓
Reboot Servers if Needed Remote Only	✓
SQL Server and Service Management	✓
Internal Bandwidth Monitoring for network optimization	✓
ISP management and external bandwidth management and monitoring.	✓
AES 256 Bit Off-Site Storage available	✓
24/7 Proactive Backup Monitoring With Properly Configured Software	✓
Hardware Independent Restore available	✓
Spam Filtering	✓
Email Hosting (This is not hosted Exchange)	✓
Web Hosting	✓
Monthly Backup of Cisco Network Devices	✓