

Maintenance and Monitoring	<b>Preventative Maintenance</b>	Routine, best-practices maintenance to reduce problems and ensure your systems remain stable and secure. Maintenance procedures include test restores, temp file clean-ups, disk defragmentation, spyware removal, and anti-virus health checks.	✓	✓	✓	
	<b>Patch Management</b>	Microsoft-released operating system and application updates. Our platform checks for available patches and installs them where they are needed on your network. Detailed reports ensure that all of your systems have the necessary updates.	✓	✓	✓	
	<b>Monthly Reporting</b>	Regular reports are generated outlining key server and network device performance. These reports help plan for future upgrades and identify weaknesses that threaten overall network performance and reliability.	✓	✓	✓	
	<b>Asset Reporting</b>	Regular scans provide up-to-date full system inventories complete with all hardware and software details.	✓	✓	✓	
	<b>Network Anti-Virus/ Anti-Spyware</b>	We monitor each managed device's network anti-virus/anti-spyware license. Our managed agent helps protect your key systems from virus and spyware attacks. Virus definitions are monitored to ensure that they are up to date.	✓	✓	✓	
	<b>E-mail Anti-Virus/ Anti-Spyware</b>	Our e-mail protection system stops unwanted spam and e-mail based viruses before they even reach your network - no hardware to buy or software to maintain.	✓	✓	✓	
	<b>24/7/365 Monitoring</b>	Our Network Operations Center constantly watches and monitors key components of your network, including servers, applications, and network devices.	✓	✓	✓	
Service and Support	<b>Help Desk (Remote)</b>	<b>UNLIMITED</b> help desk support for end user issues such as application support, e-mail issues, network problems, etc.		✓	✓	
	<b>Onsite Support (Unlimited)</b>	Should the Help Desk not be able to solve your end users' issue, an engineer will be dispatched to rectify the issue onsite.		✓	✓	
	<b>Remote Hardware Support</b>	We provide remote support to covered devices to resolve any alerts received from your equipment.		✓	✓	
	<b>Onsite Hardware Support</b>	<b>UNLIMITED</b> onsite support for covered devices. Includes response to system alerts or client inquiries involving performance of a covered device.		✓	✓	
	<b>Wellness Visits</b>	Monthly (or as needed) onsite network health visits to ensure you always have familiar, expert service readily available.		✓	✓	
	<b>Virtual CTO</b>	An assigned Virtual CTO will perform reviews of system health and service delivery, and make recommendations to plan for future technology changes.		✓	✓	
	<b>Emergency After Hours Support</b>	24/7/365 emergency support for mission critical situations.				Optional
Data Protection and Backup	<b>Reliable Local Backup</b>	Provides local backup using a specialized Network Attached Storage (NAS) and redundant hard drives. Faster and more reliable than tapes.			✓	✓
	<b>Turbo Restore</b>	Allows the full restoration of a file, folder, exchange mailbox, or even a single e-mail in minutes.			✓	✓
	<b>Business Continuity</b>	NAS functions as a "stand-by" server if a server goes down. Ready to function as a server during problem resolution.			✓	✓
	<b>Off-Site Backup</b>	Includes off-site backup to two (2) high-availability data centers, meaning a safe copy of your data always exists.			✓	✓
	<b>Disaster Recovery</b>	In the event of an emergency that disables local backup, off-site copies of your data ensure a quick and pain-free recovery.			✓	✓
	<b>Bare Metal Restore</b>	Bare Metal Restore (BMR) process allows restorations to new hardware in a fraction of the time it takes to build a new server. Saves you thousands of dollars.			✓	✓
	<b>Labor</b>	All labor, within scope of the solution included in plan.			✓	✓
	<b>Monitored and Managed</b>	The Data Protection Plan is a fully monitored and managed solution. Your NAS and backups are monitored 24/7/365 by the AVTG Network Operations Center.			✓	✓