

Our Support Model is designed around your Business needs



Most IT Support companies work on the 'break-fix' model where they're getting paid when your network fails. Their entire business model is based on getting paid when you experience downtime & when you lose access to your critical business services

The difference with our Proactive Support model is that we're making money when you're up and running. With that in mind, it's in our best interest to keep your network operating smoothly.

Does any of this Sound Familiar?

- ✚ Network issues, who owns the problem?
- ✚ Staff wearing the help-desk hat
- ✚ Management involvement on network issues
- ✚ No budget for dedicated resource
- ✚ Downtime impacts on staff productivity
- ✚ No after hours support
- ✚ No ability to deliver critical business services
- ✚ Incremental & incidental downtime adds up quickly
- ✚ Soaring IT Costs
- ✚ HR costs
- ✚ Lost productivity costs
- ✚ No predictable IT budget

Why Partner with an MSP that can bring Proactive Support to your organization?

With the right combination of World Class monitoring & MGMT tools as well as our industry leading preventative maintenance approach, our Proactive Program will dramatically reduce the negative business impact of network downtime by minimizing both the duration and volume of IT failures. Our clients experience highly reliable and stable networks that allow them to focus on the critical business services that drive their businesses.



We fully understand that in order to increase your staff's productivity, you need a stable network. Our proactive approach translates into stable networks!

Services that uniquely provide the Network Stability required for you to Focus on your Business, not your IT!

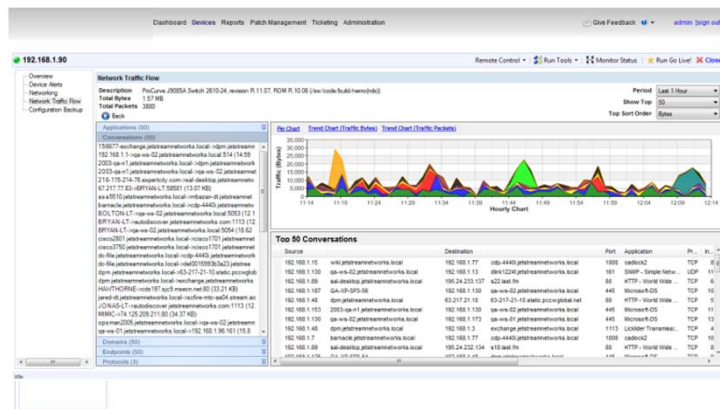
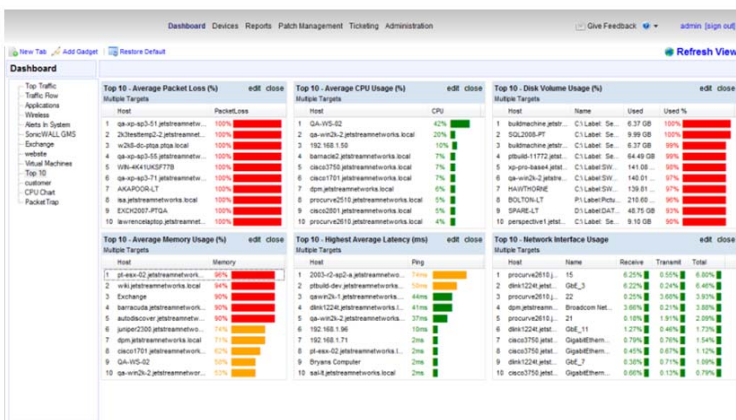
Included Services

- Network Essentials:** State-of-the-art, remote monitoring system provides us with advanced notice about problems with your network environment before they can affect your business
- Backup Essentials:** With backup being so important for most businesses today, our remote monitoring service allows for greater peace of mind knowing that your backups took place when they were supposed to take place
- Security Essentials:** Our "round the clock" security monitoring is constantly searching for weaknesses in your network
- Workstation Essentials:** Availability and Performance monitoring to ensure your company's workstations are functioning optimally and efficiently
- Consulting Essentials:** Our Technology Consultants will deliver and review the health of your network, outlining incidents as well as on the results. We also provide a detailed account of all activities



Additional Services

- Website Surfing Analysis:** Does your management team know the websites their employees are surfing? How productive are their employees? Gbyte Monitoring & Managing is the ONLY platform on the market that tells you.
- Anti Spam:** Filter all incoming email messages, eliminating unwanted ones before they arrive keeping your corporate inboxes free from uncluttered & unwelcome malicious visitors.
- Helpdesk Services:** Our Help Desk services staff respond to client inquiries and issues related to day-to-day IT functions
- Workstation Configuration MGMT:** Assist in designing and enforcing policies around application compliance to ensure that only approved software is running on your workstations
- Anti spyware:** We will maintain anti-spy and virus software on all covered PC's, ensuring immediate detection and prevention to keep you up to date and always protected from the ever-growing threat of intrusion



Gbyte Monitoring & Managing sets up in minutes and auto-discovers system resources and their metrics, including hardware, operating systems, virtualization, databases, middleware, applications and services.

- ✚ **LOB Application Training:** Our skilled engineers can provide industry specific line of business training for a wide range of applications saving your business time & money
- ✚ **Anti Spam:** Filter all incoming email messages, eliminating unwanted ones before they arrive keeping your corporate inboxes free from uncluttered & unwelcome malicious visitors.
- ✚ **Spy / Virus Protection:** By maintaining anti-spy and virus software on all covered devices, our engineers can ensure immediate detection & prevention from the unwanted & ever-growing threat of network intrusion
- ✚ **Asset configuration MGMT(network, servers, PCs):** With this service, we can take the hassle out of the sourcing and renewal of key applications like antivirus to make it one less thing to worry about at year end – we take care of it all so you don't have to
- ✚ **Application Monitoring:** Our Application Monitoring provides in-depth visibility of running processes and performance counters for mission-critical applications, network services, and web applications
- ✚ **Asset Tracking & MGMT:** We scan your network and produce a list of your hardware and software, keeping track of what you have and notifying us if something changes - essential for future planning
- ✚ **Automated Remediation:** Our solution can automatically take actions to restore services when a failure occurs, including restarting applications and windows services, or rebooting servers allowing our engineers to focus more time on critical issues
- ✚ **CIO Consulting Services:** IT Consulting Services to help you understand your IT spending, hence allowing you to make better business decisions – it's the CIO expertise without the CIO salary!
- ✚ **Workstation Configuration MGMT:** Assist in designing and enforcing policies around application compliance to ensure that only approved software is running on your workstations
- ✚ **Anti spyware:** We will maintain anti-spy and virus software on all covered PC's, ensuring immediate detection and prevention to keep you up to date and always protected from the ever-growing threat of intrusion
- ✚ **Network Health Reporting:** Our automated systems generates reports on items that threaten the performance, security, or integrity of your network environment
- ✚ **Disaster recovery and planning services:** Our Disaster recovery and business continuity solutions provide our customers with the ability to quickly recover from a disaster and/or unexpected event and resume or continue operation
- ✚ **Firewall Management:** Like servers, Firewalls play an instrumental role in keeping your network healthy. We will ensure that your firewall devices are running up to industry standards
- ✚ **Router Configuration Backup:** Automatically backup configuration files for routers and switches. Configuration backups can be scheduled to run as needed and are stored in our database where they can be viewed and compared all in the same interface. In addition you can be immediately alerted when any configuration has been changed. You can customize the backup settings to meet your particular needs in Gbyte Monitoring & Managing Policies
- ✚ **Helpdesk Services:** Our Help Desk services staff respond to client inquiries and issues related to day-to-day IT functions
- ✚ **Go-Live Monitoring:** The challenge with other platforms is that they poll devices at intervals of five minutes or more. Exclusive to Gbyte Monitoring & Managing, "Go-Live" provides real-time monitoring of a device(s) during the troubleshooting process.

- ✚ **(BEZ) Blackberry service:** State-of-the-art, remote monitoring system provides us with advanced notice about problems with your BEZ device before they can affect your business providing your staff with uninterrupted email service on their BlackBerry devices.
- ✚ **LOB Support:** Extending a helping hand to support your staff with the applications that help drive your business
- ✚ **Maintenance of VoIP infrastructure:** VoIP Preventive maintenance is our key approach for mitigating your exposure to downtime and ensuring your VoIP system is running
- ✚ **Off-Site Storage:** We back up your critical data remotely and automatically, removing the “human” element, or the potential for error, lost data, or security breaches, ensuring your peace of mind in testing and restoring vital information.
- ✚ **Patch MGMT:** Patch Management allows our engineers to automatically manage and control critical Windows updates to ensure that your devices are protected with the latest security patches and updates
- ✚ **Backup Test-Restores:** The single most overlooked aspect of disaster recovery planning is testing restores. With our test restore process we are taking the steps to ensure that your information is indeed being backed up
- ✚ **Procurement Assistance:** Taking the guesswork out of both hardware & software purchases allowing you to focus on your business
- ✚ **Security monitoring 24/7:** Our "round the clock" security monitoring is constantly searching for weaknesses in your network
- ✚ **Remote backup solution monitoring:** With backup being so important for most businesses today, our remote monitoring service allows for greater piece of mind knowing that your backups took place when they were supposed to
- ✚ **LOB Monitoring & Hotfixes, version upgrades:** Keeping the critical Line of Business application running and ensuring that they are up to date with the most current vendor patches & hot-fixes available
- ✚ **Managed Exchange:** Peace of mind support of your companies email systems ensuring highest possible uptimes
- ✚ **VoIP Monitoring:** Voice traffic can degrade network performance. Gbyte Monitoring & Managing is the ONLY platform on the market to monitor, alert, and report on your company's network's capacity to provide acceptable call quality.
- ✚ **Patch & Update pre-deployment testing:** We test each and every patch in pre-deployment in our virtual testing environment to mitigate the possibility of industry patches causing unforeseen network issues
- ✚ **Performance monitoring of printers:** Ensuring your printers are running at peak performance and having the ability to act when required
- ✚ **Preventative Maintenance:** Preventive maintenance is our key approach for mitigating your exposure to downtime and ensuring your network is secure. This is provided on a monthly or quarterly basis depending on the solution you purchase
- ✚ **Virtualization Monitoring:** Gbyte Monitoring & Managing is the ONLY platform on the market to ensure virtual infrastructures are operating efficiently as resource allocations change.
- ✚ **Remote emergency support:** Our remote emergency support allows for quick & timely access to your network to ensure greatest uptime

- ✚ **Traffic Analysis:** What specific traffic is clogging your company's network? Is it the Exchange Server or someone streaming YouTube videos? Gbyte Monitoring & Managing is the ONLY solution to provide this level of granularity.
- ✚ **Website Surfing Analysis:** Does your customer's management team know the websites their employees are surfing? How productive are their employees? Gbyte Monitoring & Managing is the ONLY platform on the market that tells you.
- ✚ **Anti Phishing:** We eliminate the fraud & identity theft and electronic crime that can result from phishing
- ✚ **CIO Consulting Services:** IT Consulting Services to help you understand your IT spending, hence allowing you to make better business decisions – it's the CIO expertise without the CIO salary!
- ✚ **Onsite backup MGMT:** We ensure that your onsite backup system is backing up your critical data ensuring your peace of mind in protecting and restoring vital information.
- ✚ **Initial Identification of critical Data:** Taking a proactive approach to ensure only the critical corporate data is being backed up and secure
- ✚ **IT Strategy Planning:** IT Consulting Services to help you rationalize your IT spending, enabling you to make more informed business decisions – it's the CIO expertise without the CIO price tag
- ✚ **Network Traffic Flow Analysis:** Network Traffic Analysis provides unparalleled visibility into traffic network patterns and usage to determine how traffic impacts the overall health of the network through real-time packet capture
- ✚ **Performance MGMT for Critical Workstations:** Proactive remote & onsite maintenance and support to avoid interfering with the productivity of your business due to issues on critical workstations
- ✚ **Initial Security Assessment:** Our Network Security Assessment offers an efficient means of testing your network to identify any areas that may be at risk
- ✚ **Alerts and Notifications:** automatically notifies you when network performance degrades, allowing you to fix problems before any impact on your company's productivity. Through a simple wizard, you can configure alerts for multiple conditions that meet the needs of your company's network.
- ✚ **Remote Management:** Our engineers routinely perform scheduled, preventative maintenance tasks remotely reducing our service costs allowing us to pass that saving on to you
- ✚ **Smart Policies:** Leveraging Gbyte Monitoring & managing device profiling intelligence, it recommends monitors and data gathering intervals for all devices discovered in your customer's network. Smart Policies encompass devices, monitors, alerts and scheduled task, so any configuration changes occur from one central location. This intuitive design saves you time and dramatically improves ease of use
- ✚ **Vendor Relationship MGMT:** Acting as the liaison between you and all of the IT vendors allowing you & your staff to focus on the critical business services
- ✚ **Real-time and Historical Reporting:** Gbyte Monitoring & Managing Reports enables you to generate reports for all collected network data. Any report can instantly be printed, emailed, and saved. You can drill down into specific time periods or events or change chart type with a single click – a feature that is particularly useful when troubleshooting issues. Leveraging the report scheduler, email reports on a daily, weekly or monthly basis to colleagues and executive management
- ✚ **Vulnerability Scanning and Remediation:** Our vulnerability scanning helps us to secure your network by identifying weaknesses in your systems

- ✚ **Router & Switch & VPN maintenance:** Peripheral network devices require the same attention as servers do so we ensure that your routers, switches and other network devices are updated are required
- ✚ **Server Availability & Performance monitoring:** Our world-class, remote monitoring system lets us know about problems with your network environment before they affect you
- ✚ **Wireless MGMT:** As wireless becomes more & more integrated in today's networks, it's extremely important that we maintain visibility into our customer's wireless access points, clients and sessions to ensure maximum uptime & security
- ✚ **Go-Live Monitoring:** The challenge with other platforms is that they poll devices at intervals of five minutes or more. Exclusive to Gbyte Monitoring & Managing, "Go-Live" provides real-time monitoring of a device(s) during the troubleshooting process
- ✚ **SaaS monitoring:** With tight budgets in these times having access to a enterprise class monitoring solution can help you keep ahead of your companies network issues
- ✚ **Performance Baseline:** Our Performance Baseline feature automatically analyzes collected data to identify changes in network behavior and establishes a baseline that represents the regular and expected activity of a device and network.
- ✚ **Security Policies and Configuration:** Our security policies determine the various security restrictions that can be imposed on the your network to ensure a secure and hassle free workplace
- ✚ **UPS / Power management:** We take the necessary steps to ensure that your UPS is always running
- ✚ **Remote Device Control:** Remote Control provides fast and easy anytime, anywhere access to the device's in your customer. No more truck rolls out to sites to fix problems, thus allowing you to save time, increase productivity, and ROI
- ✚ **Virtualization Monitoring:** Gbyte Monitoring & Managing is the ONLY platform on the market to ensure virtual infrastructures are operating efficiently as resource allocations change

