BUSINESS 360 SUPPORT

To keep your business moving full speed ahead your technology support team must be responsive to support requests no matter the form in which they arrive. Our dedicated team of experts will provide prompt support to users no matter the initial means of communication.

RESPONSIVE SUPPORT	Standard	Complete
24/7 Pro-Active Monitoring – Catastrophic events rarely come without warning. With 24x7 monitoring, these signals will not go unnoticed. The Garam Group will be notified immediately, prompting real-time remediation—saving you hours of frustration and lost productivity.	✓	✓
Remote Support – Get the "Hands-On" assistance you need with our rapid remote support. Our engineers can address your questions and provide assistance on the spot.	✓	✓
Phone Support – Need to talk to a live person? Help is only a phone call away. Just call our friendly Garam Group support line.	✓	✓
Email Support – Simply send your dedicated support team an email when you need help or advice and your issues or questions will be resolved quickly.	✓	✓
After Hours Support – Because your computers don't stop working when you do, we are always here for you even when you have questions, concerns or service needs after standard business hours: (Additional rates apply)	✓	✓
On-Site Support – When an issue requires onsite attention we'll arrange for one of our highly trained professionals to arrive in a timely manner to resolve the situation.	✓	✓
Vendor Support – From your Internet Service Provider (ISP) to your software vendors, leverage our existing relationships and partnerships to speed resolution of almost any issue that may arise.	✓	✓

PRODUCTIVITY

Improving profitability and customer satisfaction are paramount to business success. One surefire way to see rapid improvement in both areas is to promote peak employee productivity. Now your employees can be more productive and more responsive to client needs.

IMPROVED BUSINESS PRODUCTIVITY	Standard	Complete
PC Optimization – Boost employee efficiency and keep your computers running faster with fewer disruptions of service by receiving real-time maintenance, tune-ups, updates, and system clean-ups.	✓	✓
Spyware and Adware Removal – Even when visiting reputable websites, the inadvertent downloading of resource draining malware is possible. We'll keep your systems clean.	✓	✓
Software License Management – No more searching for software licenses and installation keys. We'll provide a simple report containing this information for every system.	✓	✓
System Health Check Reports – Take the guess work out of the health of your systems. We keep you informed about the state of your computers and recommend changes to maximize the service life.		✓
PC Audit and Inventory – Our continuous audit provides real-time detail of all hardware and software for each component and alerts us of any change so we can take appropriate action.	✓	✓

RISK / COMPLIANCE

Whether you have large amounts of customer transactions, business critical applications or valuable client records, these business assets are represented in the form of data. The risk of losing this critical data or losing access to this critical data continues to escalate. Protect your business from loss of critical data and unnecessary downtime.

REDUCE SECURITY THREATS	Standard	Complete
Critical Patch Management – Maintaining compliance requires more than basic Microsoft patch management—it requires real-time updates of business software such as Java, Flash, Adobe Reader, Chrome and many other familiar applications. The Garam Group will continually scan your systems for vulnerabilities and implement pre-screened patches as required.	✓	✓
Firewall Management – How safe is your network? The Garam Group Security Specialists properly configure and manage your firewall to lock intruders out and safeguard your data.	✓	✓
Managed Antivirus / Anti-malware – Garam Group provides our managed antivirus and anti-malware solution for each of your workstations and servers. You will never have to keep track of subscription services again.	✓	✓
User Administration – You decide what applications, websites, disk drives, ports or files are acceptable for employees to access and we'll set policies to monitor activity.	✓	✓
Quarterly Vulnerability Scans – Uncover many potential compliance violations prior to your next audit. Our scans provide an additional layer of checks and balances required so you can rest assured your information systems security practices exceed industry standards.		✓

PERFORMANCE

These days, every second counts, so putting up with anything less than maximum performance is a risky gamble. To improve performance your business components demand continuous monitoring, tuning and optimization to ward off costly bottlenecks and disruptions of service.

HIGHER PERFORMING SYSTEMS	Standard	Complete
Network Device Management – We'll keep your data flowing freely and continuously and won't let a mismanaged network device bring your business to its knees.	✓	✓
Domain Administration – When configured and managed correctly, domains and workgroups can increase productivity. Our network management experts keep these components running smoothly for you.	✓	✓
System Status – Take the guess work out of the health of your servers. The Garam Group will keep you informed about the state of your servers and recommend changes to maximize performance.	✓	✓
Server Audit and Inventory – Our continuous audit provides real-time detail of all hardware and software for each server and alerts us of any change so we can take appropriate action.	✓	✓
Server Optimization – Increase companywide efficiency and keep your servers running faster with fewer disruptions by receiving real-time maintenance, tune-ups and updates.	✓	✓
Microsoft Exchange – Proper configuration and management allows employees to benefit from access to email, contacts, shared calendars, address books, and more. The Garam Group effectively administers these programs to empower your organization.	✓	✓
Application Support – Your employees expect business software applications to run as expected every single day. From Microsoft to custom applications our experts keep your applications running at peak performance levels.	✓	✓
Disk Drive Utilization Thresholds – Don't let an overloaded disk drive cause a major disruption of service. Safe data capacity thresholds will be set to keep us informed of diminishing storage capacity.	✓	✓

ACCESSIBILITY

Today's business environment knows no boundaries. Employees work from home, client sites, satellite offices and out in the field. We know how these demands can tax a business infrastructure and personnel. Count on us to keep your employees connected and secure no matter where they choose to conduct business.

IMPROVED ACCESS AND MOBILITY	Standard	Complete
Router Administration – Keep your data flowing freely and continuously. Your expertly tuned and managed router will eliminate preventable network slow-downs.	✓	✓
Backup Software Management – Our team provides continual management and monitoring of many industry leading backup solutions so you know that your data is there when you need it.	✓	✓
Mobile Device Support – Help your employees remain productive when away from the office. Our team can setup and help maintain access to email and calendars.	✓	✓
Website Monitoring – Your customer facing website can be just as critical as your business applications. The Garam Group keeps a close eye on this and will alert the appropriate parties of any outages or disruptions.		✓
Partner Website Monitoring – Does your business depend on the up-time of servers outside of your control? Our systems will immediately alert us should one of these servers go off-line so we can take appropriate action.		✓

TECHNOLOGY CONSULTING

Trusted advice is a vital component in any business relationship. The right guidance can mean the difference between success or failure. You can count on our team of industry professionals and subject matter experts to routinely deliver guidance and recommendations that will help move your business forward.

TRUSTED ADVICE	Standard	Complete
Technology Consulting – Advancements in technology are more frequent than ever before. Count on our experts to keep you updated on the latest changes that can impact your business.	✓	✓
Budgetary Planning – We'll help you plan for future projects and growth based on your budgetary guidelines so you'll know exactly when and where to use your IT budget.	✓	✓
Client Portal Access – You get access to our client portal providing up to the minute status of system issues and trouble tickets.	✓	✓
Asset Lifecycle Planning – Planning for a system refresh and understanding the life expectancy for all critical systems is a sure way to stretch your IT budget. We'll help you build a better plan so you can get more from your budget.	✓	✓
Vendor Management Assistance – Getting stuck on hold with vendors is a thing of the past. Our team will work with your vendors to resolve technical issues, order products or negotiate the best rates for you, allowing you and your employees to remain productive.	✓	✓
Audit Assistance – Audits can be tricky. Our expertise in navigating the audit process and our ability to precisely answer even the toughest of questions can mean the difference between maintaining compliance or facing violations. Gain peace of mind by having our experts at your side thru this complex process.		✓

OPTIONAL SERVICES

We know that no two businesses are alike so the services and support required for maintaining compliance, efficiency and budgetary guidelines must remain flexible. To that end, we provide and support industry leading technology solutions, highly secure data centers and a wide range of products designed to improve your operations.

EVERYTHING YOU NEED — ONE TRUSTED SOURCE

Systems – State of the art systems that won't break the bank. Let us eliminate your budgetary constraints by providing a complete infrastructure all for a low monthly fee. Even better, we'll maintain it and keep it current without any hidden charges.

Cloud – Let us reduce costs and increase control by delivering desktops as a service. Employees gain the flexible access they demand while increasing IT controls over desktops, applications and data. Simplify and centralize desktop management for reduced costs. Easily meet regulatory guidelines and ensure all desktops and applications are up to date and in compliance.

Disaster Recovery Solutions – Lost data often equals lost income. Our team will manage, monitor, and test daily backups, making sure they are scheduled, executed, and data is always available.

Remote Access – Do your employees need access to important documents when away from the office? Remote Access provides employees secure control and access to their workplace computer from virtually anywhere.

Network / Infrastructure Monitoring – When systems slow productivity soon follows. We'll watch key network components and monitor traffic for optimal efficiency.

Application Blocking and Website Controls – Instantly improve computer performance and employee productivity by preventing the installation, running and updating of personal programs and websites, such as iTunes, Facebook and many others.

Bandwidth Usage Control – Which machines are creating a bottleneck on your network? We'll identify the users with the highest bandwidth consumption, pinpoint the cause, and take corrective action to optimize performance.

Hardware Audit and Inventory – Our continuous audit provides real-time detail of all network devices and alerts us of any change so we can take appropriate action.

Hosted Solutions – From Microsoft Office 365 to Google Apps you can now get all the familiar applications you're used to running without the usual start-up costs. Get secure, anywhere access to email and calendars, Office, web conferencing, and file sharing.

Mail / Spam Filtering / Archiving – Let us put an end to annoying interruptions and help stop potentially dangerous email messages with our professional grade spam filtering services. We'll keep your inbox clean.

Document Management – Connect and empower people by letting them work together in ways that are most effective for them while cutting costs with a unified infrastructure that offers enterprise-scale manageability, availability and security.

Security Technologies / Consulting – Don't leave your information systems security up to just anyone. With security threats on the rise it is more important than ever to maintain sound security practices, test for vulnerability and implement tried and true measures to ward off threats and maintain regulatory compliance. You can count on our highly trained experts to get the job done right.

Equipment Co-Location – We host client equipment (servers) to provide redundant internet connection, redundant power, and backup of data to ensure streamlined productivity and business continuity.

Wide Area Network Optimization – Discover just how fast you can see a return on your technology investment. With our WAN optimization solutions for hybrid networks, organizations run faster and more efficiently with improved application performance and enhanced service delivery.