

Preparing Your Business To DO Business

When your network is down your business is crippled, and every hour of downtime means money down the drain. If your internet goes down, you have to spend time on the phone with your Internet Service Provider to get it back on; more money down the drain. This is the reason DTC has introduced our DataCare Support Plan. This plan is designed to get you back to doing your business and not have to worry about your network.

Solid Business Results.

Our DataCare plan monitors your key network devices for failures and pitfalls and as soon as there is a problem noticed, our engineers get to work. We get on the phone with you, and let you know if we need to call your ISP, or log into your server, firewall, router or wherever the point of failure may be and get it back up in an efficient and timely manner. Most of the time the work is done remotely, saving you hundreds of dollars from costly on-site visits. Remote problem resolution also decreases the mean time to resolution for your network issues to a bare minimum, saving you hours of downtime. This in turn results in a network that is more available, and hence your work-place productivity is significantly increased.

“With Technology costs being the biggest item in our budget after HR, we had to find a way to control costs, and increase our IT productivity. DTC definitely had the perfect solution. The experts at DTC know our headaches and they work tirelessly to ensure our money is used in the right way.”

CEO, AH Accounting Inc.

Benefits & Reasons

- ▶ Faster time to problem diagnosis and resolution
- ▶ Increased employee productivity
- ▶ Save thousands yearly on costly downtime
- ▶ Priority call over non-contractual customers
- ▶ Included hours for on-site problem resolution
- ▶ Increased Security of your network giving you peace of mind
- ▶ Increased visibility into your IT costs, and assets

Fast and Efficient IT Solutions for your Business:

DataCare Plan - Our most popular Plan is ideal for a small business environment whose needs are to resolve network issues in a quick and efficient manner. This is possible because our management software checks your Key Network Devices for faults and possible pitfalls on a regular basis, and when problems do arise, most of the time we can take control of the device remotely and resolve the issue very fast. Much faster and cheaper for example than waiting for a technician to arrive. Some remote and on-site support is also included, with additional support discounted, and our clients on the DataCare plan have a priority over our non-contract, and DataWatch customers.

Included Services

- **Availability, Performance and Predictive failure monitoring** to ensure your key business resources such as servers, applications, and many other devices and services are functioning optimally and efficiently.
- **Backup System Monitoring** to ensure that your system backups occur as scheduled and that your important business data is backed up properly.
- **Virus Protection Monitoring and Maintenance** to ensure that your antivirus programs are functioning properly and updates to your system are being received and installed.
- **Patch Level Management** to ensure that the Windows servers in your network are always updated with the latest security patches.
- **Scheduled onsite technician time** for proactive and preventative server maintenance.
- **Proactive remote maintenance and support** to avoid interfering with the productivity of your business.
- **IT Consulting Services** to help you rationalize your IT spending, enabling you to make more informed business decisions - it's the Chief Information technology Officer (CIO) expertise without the CIO price tag!
- **Comprehensive reporting** to continually inform you about the current health of your network and to outline the work performed.
- **Priority Response** when unforeseen emergency issues do arise you move to the front of the service queue.

DataCare Plan

Category	DataCare
Availability, Performance & Predictive Failure Monitoring up to 8 devices *	
Firewall	✓
Router	✓
Switch	✓
Server	✓
Networked Printer	✓
Monitored Aspects	
CPU, Disk, Swap	✓
Event Logs	✓
24/7 Error and failure detection	✓
Windows Server Monitoring: Exchange, SQL, ISA, IIS	✓
Patch level & Anti-Virus Monitoring and Updates	✓
Tools	
Monthly Reports	✓
DataWatch Control Panel	✓
Other Benefits	
ISP and web host Management	✓
Proactive Remote Maintenance	Unlimited
Proactive On-Site Maintenance	2 hours / month
Priority in Queue	2
Discounted Reactive Support	5 hours / month or more (optional)
Virtual CIO Consulting	2 hour session semi-annually
Discounted Hourly Rates	15%
Response Time	2 hour
Service Level Agreement	Best Effort

* Any 8 devices may be added, the above devices are an example. Minimum of a one year contract is required. Other restrictions apply please read your maintenance contract for full details, or ask one of our sales representatives for more information.

Please get in touch with one of our sales engineers for more information on how your company can save thousands every year on Network Support with this plan.

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