

## 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 DataWatch 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 DataWatch 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.

“Without DTC’s DataWatch Support Plan, our organization was in constant need of help. With DTC’s DataWatch Support Plan, we’ve given the headache of keeping our system up and running to DTC’s qualified team. Ever since the switch-over, we have been able to concentrate more on our core business.”

*COO, AmeriExchange Inc.*

## Benefits & Reasons

- ▶ Reduced mean time to resolution
- ▶ Increased employee productivity
- ▶ Save thousands yearly on costly downtime
- ▶ Priority call over non-contractual customers
- ▶ Lower hourly rates on break/fix solution
- ▶ Faster time to problem diagnosis and resolution
- ▶ Increased visibility into your IT assets

## Fast and Efficient IT Solutions for your Business:

**DataWatch Plan** - Our DataWatch 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. Our remote and on-site support is also discounted, and our clients on the DataWatch plan have a priority over our non-contract customers.

### Included Services

- **Availability, Performance and Predictive failure monitoring** to ensure your key business resources such as servers, firewalls etc 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.
- **ISP, and Web Host Management** at a basic level to ensure that if your internet connection or website goes down, you don't have to call them, we will be on top of the situation.
- **Optional Block Service arrangements at a discounted rate** for reactive or emergency support to address unforeseen network issues that could not have been predicted or prevented.
- **Priority in the Service Queue** (over non-contractual customers) and a 4 hour response time when network issues do arise.
- **Quarterly Availability Reporting and access to DataWatch Console** to give you more visibility into your IT system.
- **Discounted 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!

# DataWatch Plan

Category	DataWatch
<b>Availability, Performance &amp; Predictive Failure Monitoring</b> up to 5 devices *	
SO/HO Firewall	✓
SO/HO Router	✓
SO/HO Switch	✓
Server	✓
Networked Printer	✓
<b>Monitored Aspects</b>	
CPU, Disk, Swap	✓
Event Logs	✓
24/7 Error and failure detection	✓
<b>Tools</b>	
Quarterly Availability Reports	✓
DataWatch Control Panel	✓
<b>Other Benefits</b>	
Basic ISP and web host Management	✓
Priority in Queue	3
Discounted Hourly Rates	10%
Response Time	4 hour
Service Level Agreement	Best Effort

\* Any 5 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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