

Overview: **IT Partner Services, the core components:**

PRO OnCall is saving their clients money and adding value to IT Support Service contracts through the features of the IT Partner service offering. This offering is an **IT Managed Support Service** that is tuned to the small to medium sized business on a monthly or quarterly cycle, depending on client's size and complexity.

What is IT Partner – IT Partner is a blend of Remote Management tools and talent and On-Demand Field Engineers that enables PRO OnCall's IT Partner Remote capability with a centralized framework for support services. The benefits of this managed service are:

Partner Care

- Pro-active maintenance of Servers.
 - Critical Update Patching
 - Event Log review for Isplats!
 - Antivirus status, definitions checks
 - Free Space; alert when under 20%
 - Test Restore of recent backups
 - Performance Monitoring
 - Server logon audits of Administrator
 - Check the Backup media rotation
 - Tape Drive Cleaning
- Customized IT support analysis
 - Review of recent work requests
 - Review of workstations state & status
- Status Report review / discussion - providing pre-scheduled access to technical expertise for IT Planning and critical issue escalation.

Additional Resources

- Access to both remote and on-site support for incidents to achieve best response and cost.
- Assigned technical team that will be familiar with your IT environment.
- A preferred billing rate for non-scheduled support below the standard commercial rate.
- Response guarantees and service level agreements for timely support services.
- Monthly / Quarterly reports are provided that profile the state and status of IT environment.
- Annual strategic reviews to exposures, risks, goals and objectives relative to IT environment.
- Access to a dynamic online inventory of their systems for review and planning.
- An on-line Web Based Punch List to submit and manage service requests.
- Implementation of security best practices for authentication and support escalation.

Highlights: **IT Partner provides premium value**

The following describes the **IT Partner - Pre-Paid Support Incidents**. Under this program, in addition to all the features above, clients pre-pay for issue resolution which are used whenever a user has problems. A pre-paid incident takes the focus off of "**How long will this take**", to a results focus of "**making it right.**" This demonstrates a shared-risk of the cost of resolution between PRO OnCall and our Partners. This results in a predictable investment.

What is an "Incident"? – An incident is the service to resolve an IT issue that cannot be broken up into subordinate issues because there is a single root cause that can be effectively resolved on a single user, location, asset and domain. Or, an Incident is the execution of an IT administrative task that cannot be broken up into subordinate tasks because there is a single objective that can be carried out only on a single user, location, asset and domain.

PRO OnCall provides computer technology support for small to medium sized businesses and organizations that need the quality service and reliability of a complete internal IT department without the high costs. Guaranteed