



## Network Preventative Monitoring Program

*“It is our goal to provide your business with the highest level of service and satisfaction available. Our Network Preventative Monitoring Program is the way that we can help insure your technology will be an efficient tool”*

*See inside for details...*

### Fact 1

Small businesses report an average of over 50 hours of lost productivity per employee per year due to IT problems.

### Fact 2

93% of IT problems can be proactively addressed via remote administration before they turn into performance problems, downtime, loss of data or security breaches.

### Fact 3

Current IT support providers profit when you face more IT problems rather than less!!!

Monitoring and troubleshooting desktops, networks, servers and IT security is rarely seen as a core activity by small businesses. Some of the questions which come to your mind are: “Does hiring a full-time IT support specialist make sense? Can I pay a predictable monthly price and minimize the costs of maintaining my network? How can I reduce downtime, poor performance and IT security breaches without paying through the nose?”

**Relax! You are not alone**

Play it smart with our Network Preventative Monitoring Program (PMP), a set of comprehensive IT management services at a predictable and affordable monthly cost. Network PMP provides top-class IT services and sophisticated set of IT management tools, currently available only to Fortune 1000 companies. You get all of this without a huge up-front investment or committing to long term contracts. In contrary, you get minimal startup time. Our technology allows us to proactively fix issues before they turn into problems and instantaneously attend to a problem to prevent disaster. Experience a higher level of service with Network PMP. Given the fact that we charge a predictable monthly fee, we profit when our customers have less problems rather than more.

**Services starting as low as \$50 per month**

#### What we offer?

Broadly speaking, we proactively monitor your networks, servers and desktops.

Computer Network Services does specialized SQL database monitoring, e-mail protection and management, network management, server maintenance, desktop support, performance monitoring, patching, anti-virus updates, software deployments and much more.

We also have a team of certified engineers and technicians delivering high levels of IT support from our Network Operations Center on a 24x7 basis.

With a \$100 setup fee and a monthly service plan as low as \$50 per month, you can get started with Network PMP.



## "Your Business Network Solutions Provider"

*We welcome the opportunity to talk to you about your computer needs. If you would like to know more about our services, please feel free to call. We will make ourselves available to discuss any possible needs you may have.*



Professional consultation is available.

### Computer Network Services

1857 NE Jensen Beach Blvd.  
Jensen Beach, FL 34957

Phone: 772-334-8555

Fax: 772-334-5180

E-mail: [info@stevensandstevens.com](mailto:info@stevensandstevens.com)



The following are the areas that can be monitored under this plan:

### Server & Network Management

- Windows NT /2000/2003 Server support and proactive maintenance.
- Troubleshooting any alert that arises while monitoring systems.
- Weekly check for viruses and event logs to identify problems and troubleshoot them
- Check and patch-up all security holes and verify data backup.
- Management of all hubs, switches and other network devices.

### Desktop Support

- Regularly deploy patches and update virus definitions.
- Perform desktop tunings like Defrag, Scandisk, Paging file optimizations, bottlenecks, etc.
- Deploy updates to software and service packs.
- Support for Microsoft off the shelf products and third party applications.
- Extend end-user technical support

### Security Management

- Proactive firewall maintenance and troubleshooting when a problem arises.
- Maintain logs of intrusion attempts from outside influences.
- Continuous filtering for bugs, spyware, malware and other threats.
- Proactive monitoring of e-mails for spam and viruses before they can affect the system

### Customer Benefits:

Computer Network Services believes in proactive monitoring and preventive maintenance. We work towards making your systems work optimally. It sets you free from all the worries of cost and downtime and allows you to focus on your core business. You get affordable bills delivered consistently. Some of the benefits you get from Network PMP are:

### Preventive Approach and Quick Response

- Reduce IT downtime and security issues by over 70% via proactive management.
- Cut the attend time to a problem to less than 5 minutes versus several hours via our remote management technology.

**We are able to resolve 93% of IT issues remotely and proactively**



### Access to Top Notch Expertise

- Your IT infrastructure is supported by a team of highly specialized and experienced engineers working from our Network Operations Center. You are relieved from being at the mercy of a technology "generalist"

### Access to Superior IT Management Technology 24x7

- Supported through an IT management platform providing similar services enjoyed by companies such as Sony, LG and Carnegie Mellon.

Visit our website at [www.stevensandstevens.com](http://www.stevensandstevens.com)