



Helping Your Business into the Future



Future Link's "Monitor IT" program provides 24x7 network monitoring often finding an issue before it becomes a problem. The "Monitor IT" program will reduce network downtime, increase productivity, and reduce on-site support costs.

Like all businesses, you depend on your network. Have you ever needed to send an important email or access vital information, but the system or data was inaccessible? Traditional support models have you call for help, and wait for a technician to be dispatched to troubleshoot the problem. In some cases, making multiple trips for parts! This model forfeits precious uptime for diagnosis, travel and repair - all on your dime. We've put an end to that.



Our responsive offering gives you the assurance that your organization's IT infrastructure receives the required level of support. Built on the strength of our suite of tools and our renowned customer service, we respond rapidly to changes in the health of your network and applications, and to your requests for help. Efficient troubleshooting means that we get you up-and-running faster than ever.

Our enterprise-class IT support and monitoring capabilities empower us to dramatically reduce the time it takes to diagnose and resolve network problems or failures. This translates into increased employee productivity and cost savings for you. In some cases, problems can be avoided before they even happen.

Do these issues plague your business?

- **Untimely network failures?** Not knowing what will fail and when, and then having to wait for a technician to arrive?
- **Management struggles?** Need to find a more efficient way to manage your company's network?
- **IT budget crunch?** Under pressure to reduce IT costs, increase value or maximize profitability?

Program Advantages:

- **Increased productivity:** Continuous insight into your network lets us reduce the business impact of IT failure by shortening the time from network failure to issue resolution.
- **Faster issue resolution with full-time network monitoring:** With 24x7x365 monitoring, we dramatically shorten the time from computer failure to issue resolution. Our technicians always know the health of your network.
- **Reduced business impact from IT failures:** Combining preventative maintenance and remote monitoring means we minimize failures that could impact your business. Your network behaves in a stable and reliable manner.



- **PC Health and Performance Monitoring** verifies your organization's computers are running in a stable and secure fashion. We monitor for health, error conditions, and overall performance of PCs.
- **Monitoring of Your Backup Solution** ensures the backup of your important corporate data occurs as scheduled and without error, protecting your organization from data damage or loss.
- **Firewall Availability Monitoring** ensures that your firewall remains connected and functioning, providing the protection you require.



- **Antivirus Monitoring and Updates on Servers and Workstations** ensures your antivirus programs are functioning properly and that the latest industry security updates to your systems are being received and installed.
- **Network Health Assessment** determines the overall stability of your network.
- **IT Procurement Assistance** helps you to make optimal technology purchasing choices that fit best with your organization's needs.

Standard Features	Description
Networking Basics	Monitoring the vital statistics of your routers, switches and VPN equipment
Complete Monitoring	In-depth health performance monitoring of all elements of your business' IT assets
PC Watch	Monitoring the most important attributes of your PCs and responding to issues
Backup Essential	Monitoring the success of your on-site backup solution
Security Basics	Ensuring your existing network security investment is doing its job
License Compliance	Verifying the software you own is what is really being used by your employees
Standard Reporting	Network health reporting and quarterly reviews with our experts
IT Procurement Assistance	Our IT consultants work with you to help you make optimal technology choices
Managed Printers	Troubleshooting, monitoring, maintenance and repair of your business' printers
Network Response	Billing for network support is based on usage at our hourly rates

Future Link



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