

ASSIST - THE MANAGED SERVICE FROM KALAMAZOO - REYNOLDS

It's all about time.....

...time that we are all short of, and want more from. Time to meet the ever growing demands on your IT department while the headcount stays exactly the same. How do you find time to monitor more servers, audit more PCs, defrag more hard drives, check more software and OS licences for compliance, watch more systems for data capacity threshold breaches, check more computers for patch level status and anti-virus update status? How do you cope with this demand whilst still offering a professional IT support service to your company?

Kalamazoo - Reynolds can now make the time for you - just call and ask us about **Assist**, the full managed service IT suite that will make a real difference to what your IT department can accomplish. It is a pro-active approach to keeping your systems up, running and available, and your people and business productive. It utilises highly secure software and technology so you can automate daily, weekly and monthly IT tasks, and welcome the consistency that this brings. The web-based user interface gives you full visibility of your systems and your network via a browser, no matter where you are.

Your servers, PCs, comms devices and network can be managed, either from 9am to 5pm, Monday to Friday, or 24 x 7 x 365; you choose the level of cover you need for your business, and then reap the time-saving benefits that this cover will give.

And with the current legislation regarding software licensing, perhaps now is the time to have **Assist** managing both your hardware and software assets. Regular scheduled audits can report to you at the frequency you want. You can see at a glance if you are under-licensed, or if any licenses have been used more than once. You can identify examples of over-licensing and potentially save hundreds, if not thousands, of pounds. You can also see precisely just what equipment is connected to the network that you are responsible for. This can further be reinforced with change alerts whereby you find out immediately if someone downloads or installs a new software program, or attaches a new piece of hardware to your network.

Assist can also take control of your patch management, and will report on the current status of deployed and missed patches and security updates. It allows you to schedule the scan for a convenient time, and receive the results wherever you are. You can also manage the current deployment of your Anti-virus and Spyware software versions, and make sure that your entire infrastructure has the maximum protection available.

These are just some of the benefits. Take a break from reactive fire-fighting and start to benefit from an approach to managed IT services that will epitomise words such as:

- Proactive
- Consistent
- Reliable
- Affordable
- Effective
- Flexible
- Managed
- Efficient

Assist will give you the support and service solution that your company both needs and deserves. You can depend upon our national field service operation for your hardware maintenance requirements. You can depend on **Assist** for streamlined system management and support functions, at a fraction of the traditional labour-intensive cost. For complete peace of mind, you can depend on both.

ASSIST

Comprehensive cover is available – all you need to decide is which servers and which PCs you would like managed by **Assist**, and whether you want Monday to Friday 9 to 5 cover, or 24 x 7 x 365 cover for complete peace of mind.

The Tier 1 **Assist** programme can contain the following modules:

Module / Feature	Benefit
Server and PC availability Monitoring	Notification of servers and PCs going off-line, or server and PC errors, by email, sms or telephone. It works both 9 to 5 and 24x7x365. Just choose the cover you need on the systems that matter most and Assist will do the rest.
Monitoring of system, security and event logs	Pre-failure notification of system issues or problems, before they impact the user, productivity and ultimately, your business.
Hardware asset inventory	Have a complete detailed understanding of your hardware infrastructure.
Software audit	FAST compliance; ability to identify software that's not being used.
Hardware and software change monitoring	Understand who is adding and removing hardware, and installing software, to your network.
Bandwidth usage monitoring	Identify and address the top ten bandwidth users and applications, and redress bandwidth throttling problems.
Spyware and anti-virus monitoring	Ensure that all systems on your network are up to date with AV and Spyware protection.
Windows OS inspection and cleaning	Schedule Windows Disk Cleanup to run once a week, and De-frag to run once a month, and address the main cause of poor machine performance once and for all. And at a time to suit you.
Laptop Guard	If your Assist-protected laptop is stolen, let us know. We will make sure that when it next connects to the Internet, all data will be deleted.
Patch monitoring	Receive a weekly report on the patch and update status of your entire network, and have a true picture of any security exposures or risks on your estate.
Help desk and trouble ticketing	Use the comprehensive integrated call system within Assist to manage and resolve your user's calls. It's quick to deploy, and easy to use.
Capacity monitoring	Be warned when a hard drive is reaching pre-set capacity parameters, and avoid subsequent hard drive failure.
On-line reporting	A complete executive summary report will be emailed to you once a week giving you a graphical understanding of your network, and including uptime, patch status, disk usage and machine summary.

Tier 2 **Assist** programme contains all of the above modules, and also patch / service pack deployment, network policy enforcement, LAN performance monitoring, software deployment and remote desktop administration and support.

Customer satisfaction is key to everything we do

For more information on Kalamazoo - Reynolds' Assist contact your Account Manager, call 0800 169 7055 or email: itsalesenquiries@kalamazoo.co.uk
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