

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. Assist is a pro-active approach to keeping your systems up, running and available, and your people and business productive. Assist 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 by Assist, 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 Assist 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 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.

The above are just some of the benefits that Assist brings. 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.

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, and choose the modules below that your business needs:

| 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 24 x 7 x 365, so you don't have to. Just choose the cover you need on the systems that matter most. |
| Monitoring of system, security and event logs | Pre-failure notification of system issues or problems, before they impact your users, their productivity and ultimately, your business. |
| Hardware asset inventory | Have a complete detailed understanding of your hardware infrastructure. |
| Software audit | Suddenly FAST IIS compliance becomes easy. You also have the ability to identify software that is not being used and is costing you money. |
| Hardware and software change monitoring | Understand who is adding and removing hardware, and installing software, to the network you manage. |
| Software deployment | Decide, just once, how and when you want applications deployed, and from then on it is an automated process saving you time. |
| Network policy enforcement | Stipulate your own network policies such as desktop 'lock down', and let Assist enforce them for you - the control is back with you. |
| Website Prefect | Let the Website Prefect ensure your web pages are up and running 24 x 7 x 365, and inform you should there be a problem, for complete confidence in your E-business and corporate web servers. |
| Spyware and anti-virus monitoring | Ensure that all systems on your network are up to date with AV and Spyware protection. |
| Remote desktop administration | Wherever you are in the world, access to a web browser gives you access to your network and the full suite of administration tools and controls that you need to manage your network and systems. |
| LAN performance monitoring | The performance of your LAN is critical. Assist will watch it for you, and contact you if there is a problem you should know about. |
| 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. |
| Automated patch management | Receive a weekly report on the Microsoft patch and update status of your entire network, create your own patch approval policy, and schedule patch and update deployment at a time and via a method that suits your business. |
| Help desk and trouble ticketing | Use the comprehensive integrated call system within Assist to manage and resolve your users' calls. It's quick to deploy, and easy to use. |
| USB device manager | Put a block on USB and portable storage devices on your network so your data is secure, and your network security un-compromised. |
| Capacity monitoring | Be warned that a hard drive will be full before the event, rather than suffer the problems it will cause after it is full. |
| 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. |

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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