

Leveraging StarPoint's Managed Desktop Care

Highlights

- 24x7x365 monitoring and protection of your business PC's and laptops.
- Reduction of your operational costs are achieved by our managed services suite. This solution ensures critical tasks are automated and monitored such as checking Anti-virus signatures, scanning and removing Spyware, updating critical security patches, checking disk space, and cleaning temporary files on a regular basis.
- Spyware and spam have become a huge problem in Small Business environments, clogging mailboxes, infecting PC's and ultimately impacting employee productivity. Managed desktop services takes the guess work out of the equation and greatly reduce risk and exposure.
- Comprehensive reports on inventory and preventive maintenance activities are included every month.
- Comprehensive tracking of all software and hardware on each desktop/laptop is included, enabling you to track changes to the environment as they occur.
- Our service includes self-monitoring, analysis and reporting (s.m.a.r.t.), which predicts impending failures before they happen on your PC's and laptops.

Today's IT Infrastructure Management Challenges

One of the biggest challenges in supporting the desktop environment in the small and mid-sized business arena is the amount of time and effort it takes to adequately provide the levels of maintenance and protection that are key to extending the life of that IT asset. Waiting until a failure happens is all too common, leaving your employees unproductive. This is especially challenging when employees are on the road. Even the best IT support firms have big challenges in this area, mainly because of the time it takes to provide adequate coverage and the high cost of sophisticated tools to implement automation of maintenance tasks.

Our managed services platform allows us to minimize your operational expenses in this area and to extend the lifetime of your PC's and laptop computers. Since the majority of preventative maintenance tasks are routine, automation of these tasks just makes perfect sense. Our platform delivers a rich feature set that enables us to track and maintain all of your desktop and laptop hardware and software, even while on the road. Our remote support capability is included and allows us to support you from just about anywhere. The end result is increased service levels and satisfaction.

Managed services is the ultimate solution for small and mid-sized businesses wanting to achieve operational efficiencies in the area of technology management.

We understand the technology challenges that businesses are faced with. Discover why StarPoint stands above the rest.

Services Provided

Preventive Maintenance Activity	Service Schedule
Asset Data collection	Every Monday and Thursday
Spyware deletion	Every day
Temp File deletion	Every Tuesday and Friday
Anti-virus signature update	Every 4 hours
Patch assessment	Every Wednesday
SMART check	Every Monday and Thursday