

# Leveraging StarPoint's Managed Server Care

### Highlights

#### 24x7 monitoring and troubleshooting for:

- Antivirus Management
- Backup Management
- Patch Management
- Service Pack Installation

#### Early Warning and Preventive Maintenance for:

- Hardware (memory, disk, RAID and UPS)
- Microsoft Windows Server
- Active Directory
- Linux
- Microsoft Exchange
- Microsoft SQL Server
- Microsoft Small Business Server
- Line of business applications
- Citrix Metaframe
- Antivirus

### Today's IT Infrastructure Management Challenges

Maintaining your server environment is critical to keeping your business operations running, however it should not break the bank. Server maintenance has traditionally been performed by an IT consultant using a variety of approaches. As the environment grows and evolves, keeping up with the changes takes more time and effort on the IT consultant's part, which means more cost to the customer. Inevitably, documentation suffers and maintenance items are skipped over in an effort to keep costs down.

With managed services, we deliver a consistent and efficient approach to maintaining your company's mission critical servers and applications, all in a consolidated suite of tools that proactively monitors and reports on application and server health. We're able to monitor your systems 24x7x365, providing our customers with the huge benefit over traditional IT support.

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 Include:

- 24x7 monitoring
- Alerts and Intelligent Escalation
- Categorization of alerts (Critical and Non-Critical)
- Problem analysis
- Remediation of issues on best effort basis by StarPoint Staff.
- If problems arise, call 1.800.869.0135