



Symmetric Group's Managed Services

Get a leg up on your technology issues. Symmetric Group's Managed Services allow you to focus on actively running your business while we pro-actively monitor your technical issues.

- Provide Pro-Active Response to your Network Issues
- Improve Network Stability & Performance
- Provide Detailed Reports of Network Security
- Unlimited On-Site, Remote, & Phone Support
- Precise Preventative Maintenance Management
- Predictable Technology Investment based on Comprehensive Reporting

Description	Economy	Standard	Elite
Network Infrastructure Monitoring	24x7x365	24x7x365	24x7x365
Precise Network Preventative Maintenance	Weekly	Weekly	Weekly
Comprehensive Reporting: Network Metrics, Security Issues, Remote & Phone Support Activity, Preventative Maintenance Logs	Monthly	Monthly	Monthly
Network Readiness Review by Engineer	Monthly	Monthly	Monthly
Senior Engineer Visit	Quarterly	Quarterly	Quarterly
Online Access to Network Monitoring & Reporting	Unlimited	Unlimited	Unlimited
Critical Response Time	4-6 Hours	2-4 Hours	2 Hours or Less
Non-Critical Response Time	1-3 Days	Next Day	Same Day
Onsite, Remote, and Phone Support	Not Included	Unlimited	Unlimited
User Additions, Modifications, & Removals	Not Included	Unlimited	Unlimited
Exchange Server Management	Not Included	Unlimited	Unlimited
SQL Server Management	Not Included	Unlimited	Unlimited
Firewall & Wireless Device Management	Not Included	Unlimited	Unlimited
Networked Printer Management	Not Included	Unlimited	Unlimited
Vendor Management	Not Included	Included	Included
Anti-Spam & Email Service - Disaster Recovery	Not Included	Not Included	Included
End User Computer & Internet Activity Reporting	Not Included	Not Included	Included
Enterprise Security Management	Not Included	Not Included	Included
Supported Software Upgrades (PC's & Laptops Only)*	Not Included	Not Included	Unlimited
Build & Deliver New PC & Laptops to Client Specifications	Not Included	Not Included	Unlimited
Virus & Spyware Removal	Not Included	Not Included	Unlimited
Smart Phone Set-up & Support**	Not Included	Not Included	Unlimited
Install & Upgrade: Printers, Scanners, RAM, CD, DVD, USB Devices	Not Included	Not Included	Unlimited
Manage Warranty Repairs, Returns, & Replacements***	Not Included	Not Included	Unlimited

* Symmetric Group supports patches & upgrades for the following applications: Microsoft, Adobe, & Symantec for PC's & Laptop's only.

** Smart Phone Set-up & Support consists of integration w/ email servers only

***Warranty Repairs - Symmetric Group will contact vendors of hardware that are under warranty and arrange for repair.

If hardware is not under warranty additional costs may occur.