

# Managed Services

By EVRON

## Detect and Eliminate Problems Before They Happen

### Managed Services by Evron

give you proactive hardware and software support. We detect the weaknesses in your system and fix them before you even know they exist.

Whether you simply want a regular visit from our skilled technicians or full monitoring, you can trust Evron to ensure that your network is running smoothly virtually 100% of the time. You'll have the peace of mind to focus on your own business and leave the rest to us.

### Protection Services Include:

- ☑ All Server Components Monitored:
  - ☑ Cooling Fans
  - ☑ Hard Drives
  - ☑ Memory Chips
  - ☑ Power Supplies
  - ☑ RAID Drives
- ☑ Vital Systems Tested and Updated
  - ☑ Anti-Virus Signatures & Detection
  - ☑ Software Drivers & Patches
  - ☑ Tape Backup System
  - ☑ UPS, Blackout Tolerance
  - ☑ Hardware Performance Optimized
  - ☑ Reported Problems Fixed

### HIGHLIGHTS

- Problems Solved With No Network Downtime
- Deadlines Achieved, Customer Service Maintained
- Defective Parts Replaced While Still Under Warranty
- Data Protected From Loss and Corruption
- Peace of Mind Lets You Focus On Your Own Business

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## Monitoring Services

**Silver:** Evron's experienced technicians monitor your site, perform preventative maintenance and provide general consulting services.

**Gold:** In addition to the Silver services, you can rely on layered managed security and advanced consulting to improve your productivity and business continuity.

**Platinum:** Adding remedial hardware support to the Gold plan means that Evron takes care of your entire network infrastructure.

### Solve Problems Before They Happen

Just as a broken window alerts your security company, a server problem, or even *anticipation of a future problem* alerts Evron and sends our service team into action.

For example, your high speed, super-hot CPU depends on many fans to keep it cool. When the fans fail, the server fails. But when was the last time you opened your file server and checked the fans?

Our software monitors those fans constantly and alerts Evron as soon as one even *slows down*. We get the new part (often under warranty) and replace the fan before you or your server start to feel the heat.

## The High Cost of Downtime

When your server goes down, your business stops, but everyone else's continues. What's the damage of this downtime to:

- A lawyer who needs to file documents that are now unavailable?
- A help desk operator who can't help because the database is off-line?
- A salesman whose prospect expects a proposal by tomorrow?

Let your competitors worry about counting their downtime losses. While they wait for a technician to repair their server, you'll be happy that Evron keeps yours humming quietly along.

### Leveraging IBM Technology

Evron's technical experts take full advantage of IBM's industry leading monitoring and server technology.

We are an IBM Partner - the highest designation a firm can receive - and consistently score at the top of IBM's annual customer satisfaction surveys.

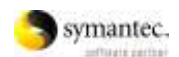
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### Partners With The Best

Evron is a recognized and certified partner of the world's leading technology companies, including:



Partner



## Evron Products and Services

Evron sells, implements, supports and designs solutions for every one of your business needs:

**Infrastructure:** Network Architecture | Hardware | Remote Access | Security | Anti-Virus | Cabling

**Application Software:** Field Service | Accounting | Project Costing and Management | CRM | E-Commerce | Tenant Management

**Services:** Managed Services | Technical Support | Internet Development | Custom Programming | Implementation | Training

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