

Remote Monitoring and Management

Our RMM platform dramatically increases your operational efficiency. Our intuitive, SaaS-based management portal allows you to easily backup, monitor, troubleshoot, and maintain desktops, servers, mobile devices and other endpoints for your clients. Our years of experience monitoring tens of thousands of alerts and devices has helped us create a simplified, ticket-based workflow that takes the pressure off your technicians and allows you to focus on driving your business forward.

We offer three distinct service levels, each targeted to suit specific requirements:



Essential Server Care

For those that prefer a hands-on approach, Essential Care provides back-office monitoring that helps you reduce the time needed to filter alerts and research resolutions. Our RMM software monitors all your servers, and our NOC will alert you – day or night – when critical issues arise.



Preferred Server Care

Are your technicians spending too much time troubleshooting and resolving issues? With Preferred Server Care, you can completely offload server monitoring and management to our NOC. Alerts generated by our RMM software are sent to our remote remediation team, which connects to troubled servers to apply the appropriate solution – and you can monitor systems and ticket statuses from anywhere.



Elite Server Care

If you need the best of the best, Elite Server Care has you covered. Our talented technical teams are ready to investigate and resolve all server issues, whether they are generated by our RMM alerts or raised by your team via our ticketing system. You benefit from the Our NOC critical notification and remediation teams, as well as the remote troubleshooting team for your service requests. You can forward any event identities, application messages, windows error messages and other anomalies to our for best-effort troubleshooting and resolution.

Server Care Pricing

Included Features	Essential* Server Care	Preferred Server Care	Elite* Server Care
Hardware & software audits	x	x	x
LogMeIn Pro	x	x	x
Ticket-based workflow	x	x	x
Ticket escalation with steps to resolution	x	x	x
Patch whitelisting service	x	x	x
Multi-vendor antivirus management	x	x	x
Remote restart of services by NOC	x	x	x
Patch deployment by NOC	x	x	x
NOC resolution of patch failures		x	x
Full remote problem resolution by NOC		x	x
Discounted Project Services		x	x
Proactive or on-demand server restart			x
AD Group Policy Troubleshooting			x
System performance analysis & troubleshooting			x
MS Exchange health check & defragmentation			x
MS Service Pack installation			x
Monthly Price	\$115	\$210	\$250

* Discounts for volume

Desktop Care Pricing

Included Features	Total Desktop Care+	Help Desk ¹
Hardware & software audits	X	X
Performance & Preventive Maintenance Reports	X	X
LogMeIn Pro Remote Control	X	X
LogMeIn Pro Remote Control (End-Client Access)	X	X
Patch Whitelisting Service	X	X
Antivirus Management	X	X
Web-based Management Portal	X	X
Desktop Performance Monitoring	X	X
Administrative Scripting	X	X
Policy Management	X	X
Client Communicator with Self-Help Center	X	X
Webroot Antivirus License	X	X
Malwarebytes Anti-Malware Pro Software	X	X
US-based, End-Client Help Desk		X
Personalized Answering		X
Windows, Mac & Mobile Support		X
Administrative Tasks		X
Virus & Malware Removal		X
Software Installations		X
Monthly Price	\$19.40*	\$49.00 Business Hours ² (8am-6pm)
Coverage Option		\$59.00 After Hours ^{2,3} 24x7
