

Managed Services Features and Benefits Overview

Many studies have shown that the average small-to-medium sized business loses thousands of dollars a year to network downtime.

CCi, Inc. delivers proactive managed services that keep your network up and running at optimal effectiveness and efficiency, with superior network performance, security, and reliability—all at an affordable price.

Monitoring and Alerting

- CCI, Inc will proactively monitor your network and remotely address potential points of failure before they become critical
- When a site visit is required, automatic alerts guarantee a rapid response time
- Problems will often be resolved before you're even aware that they are occurring

Security Assurance

- Extensive reporting gives you a bird's-eye view of your entire network's security
- Alerts on attempted network access by unauthorized users
- Ban high-bandwidth interactive games or illegal peer-to-peer file sharing applications that monopolize business resources and often introduce viruses and Spyware
- Patch inventory ensures your operating systems are up-to-date and not exposed to vulnerabilities

Asset Management

- Up-to-date hardware, software and patch information
- Can be used for insurance claims in case of flood, fire or theft

Preventative Maintenance

- CCI, Inc minimizes disruptions to your work environment by resolving issues proactively
- Deep, remote visibility into the health and performance of your IT assets allows us to diagnose problems faster than ever

Reporting

- You'll get comprehensive, graphical reports emailed automatically every month
- Simplifies capacity management and upgrade planning

Quarterly Business Reviews

- We'll meet every quarter to discuss the overall health and performance of your IT assets and ways to get the most out of your investments
- Extensive data about your IT will support more accurate budget forecasting



Grow Your Business, Cut Costs!

Feature	Benefit	Value
24 x 7 Monitoring and Alerting	We'll identify IT issues much faster—often before you experience problems—and address them proactively.	You'll see a reduced cost of downtime, and minimize the resulting lost opportunities, lost productivity, and service costs.
Asset Management	You'll get accurate, up-to-date asset and warranty tracking for insurance or taxation purposes.	You'll save money with better asset life-cycle management, and you'll never pay twice for maintenance.
Security Assurance	Protect your assets and data with round-the-clock protection from virus, malware and other attacks; achieve regulatory compliance with legislation relevant to your industry.	You'll reduce downtime and its associated costs, while increasing customer confidence.
Preventative Maintenance	Lengthen the lifespan of your assets and minimize technology problems that reduce productivity.	Your team can get more done, and you'll reduce expenditures on emergency repairs.
Reports	You'll always know exactly what's going on in your network, and be able to identify and analyze pending issues.	You'll be able to optimize every dollar you spend on IT based on accurate, detailed data.
Quarterly Business Reviews	An opportunity to prioritize projects, plan budgets, and discuss solution optimizations	You'll be able to conduct more accurate budget forecasting based on the facts.

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