

SynchroNet360 Advantage

In-House System Monitoring and Alert Management Console



SynchroNet360

SYNCHRONET360 ADVANTAGE OVERVIEW

The SynchroNet360 Advantage console is a web-based system, accessible by both SynchroNet and your organization that gives you the ability to continually monitor your network and its devices. Under the same console that we offer 360 Complete, SynchroNet can provide you with **unlimited access** to 360 Advantage for a significantly lower monthly cost.

Based on thresholds established by your internal IT contact, SynchroNet can send notifications any time a problem with a monitored device occurs. Your designated **SynchroNet representative will then escalate the problem** to your company's internal person in charge, and work with your technology team to create a plan of action to remediate the issue. It is at this stage that you can choose to handle the issue internally or have the SynchroNet Frontline Response Team resolve the problem at a preferred hourly rate established under your 360 agreement.

KEY FEATURES OF SYNCHRONET360 ADVANTAGE SYSTEM

- Proactive Support to Avoid System Outages, Loss of Data, or Loss of Access
- Remote Management Tools to Proactively Cleanse Infrastructure
- Alert Management Services for the Critical Processes of the Covered Systems
- Comprehensive Disaster Recovery Planning
- Monthly, Detailed Reports of Network Health
- Customization of SynchroNet360 Support Delivery System and End-User Support at the Customer's Direction
- Quarterly IT Business Reviews between SynchroNet Senior Analyst and Clients' CIO or other Strategic Business Planning Team Member(s)

Benefits to Your Company

- Focus on the core of the business because SynchroNet provides the IT security and reliability
- Access to the newest technology to increase overall network performance
- Protection of your productivity and profitability
- Conduct maintenance and fix most problems remotely without any interruptions to company operations



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