

SynchroNet360 Complete

Comprehensive Managed IT for a Total Solution



SynchroNet360

SYNCHRONET360 COMPLETE OVERVIEW

SynchroNet360 Complete is a **comprehensive IT support delivery solution** for small and mid-sized businesses. For customers with no internal IT structure in place, SynchroNet360 Complete is the perfect solution to handle everyday infrastructure monitoring and management.

For a fixed fee, per user and per month, your company will experience the highest level of SynchroNet service, with **full remedial support** between the hours of 7am – 6pm, and dedicated access to a SynchroNet Network Project Engineer during hours that you specify. Under a 360 Complete agreement, SynchroNet acts as the primary responder for all of your IT needs, and is prepared to respond quickly to any technology issue your organization may experience.

KEY FEATURES OF SYNCHRONET360 COMPLETE SYSTEM

- Reactive Support to Restore Correct Operation in the Event of a System Outage or the Failure of a Covered System Including:
 - Escalation of Hardware Warranty Support Issues to the Support Provider for Hardware Replacement
 - Reinstallation of Operating Systems and Software Images
 - Reinstallation of Applications
 - Escalation of Telecom Outages to the Carrier and Management of their Repair/Mediation Process
- Preventative Support to Protect Covered Systems from Threats, Errors, and Overload Conditions such as:
 - Ensure Proper Completion of Workstation and Laptop Anti-Virus/Anti-Spyware Scans
 - Ensure Proper Operation of Firewalls and other Border Devices to Maintain Highest Levels of Intrusion Protection
- Automatic Job Ticket Creation and Assignment to the Appropriate Response Team and Incident Tracking

SYNCHRONET360 DEMONSTRATIONS

We offer demonstrations of the 360 console online as well as in person. Feel free to contact us at 360demo@synchro.net or call 713.574.8200 to schedule an appointment.

Benefits to Your Company

- IT Budget Control: One Fixed Monthly Price per User
- 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



SynchroNet