Your Business Depends on Your Network

Visibility is Yours, Accountability is Ours

Let's face it. Your IT infrastructure is critical to your business' success. Any downtime could have adverse effects on your company's reputation, productivity, and even your revenues and profits. So when it comes to monitoring and managing your network — and keeping it up and running — failure is simply not an option.

Yet at the same time, you may not have the time, budget, staff, or expertise required to manage these processes yourself. Or, even you do, these resources would be better served focusing on more strategic IT business initiatives — not daily IT management tasks.

Now there's a solution: **CSPi's Vital Managed Monitoring and Management Services.** Delivered as part of our overall Vital Managed IT Services portfolio, this service provides 24/7/365 oversight of your entire IT infrastructure and is completely backed with service-level agreements (SLAs). Our complete network service combines endpoint and server-management services with proactive infrastructure management to deliver the ultimate in network performance and availability.

Benefits

- Gain peace of mind with a 24/7/365 monitoring and management service
- Simplify IT complexity by working with one trusted vendor
- Save time and free IT resources to focus on more strategic initiatives
- Eliminate the need to install, configure, and manage monitoring software — we do it for you
- Reduce operational costs and increase productivity

SPECS

1

Comprehensive networking monitoring

The Vital Managed Monitoring and Management Services focuses on the following areas:

- **Network topology**, including automated network mapping, network documentation, IP address management, and more.
- **Remote management** of in-app browsers, remote browsers, and other interfaces and devices.
- **User and credential management** for passwords, two-factor authentication, role-based user access – all to add extra layers of security.
- **Proactive network monitoring** to stay on top of important alerts and notifications, service monitoring, live and historical data, usage and health statistics, and other information.
- **Troubleshooting assistance** that examines network evidence and data to deliver powerful configuration management, configuration restore, and analysis to improve the performance and stability of your network.

Leading services and support

Additionally, the CSPi Vital Monitoring and Management Services team will provide the following:

- Account management and IT advisory services
- Desktop and user care, including help desk phone support
- Essential IT support and proactive network monitoring
- Managed antivirus deployment, monitoring, and reporting
- Patch management and patch reporting
- Managed/hosted backup, including reporting, disaster recovery planning, and backup as a service
- Workstation and server monitoring and optimization
- Firewall, router, switch, and WiFi monitoring and management
- Additional services such as advanced infrastructure monitoring, advanced endpoint security, and more

Our Promise

- One monthly fee for total Managed IT Services support.
- A strategic ongoing partnership built on industry standards and total alignment to your core business goals.
- A support plan tailored to meet the needs of your business with a structured response and maintenance agreement.

Contact us: Schedule your business critical Network health check consultation US-TS-Sales @ cspi.com

Your success is our success

Learn more about CSPi's Vital Managed Monitoring and Management Services by visiting www.cspi.com/it-solutions or contacting your CSPi representative at (800) 940.111. Be sure to ask the representative how you can receive your critical IT Infrastructure health check.

www.linkedin.com/company/csp-inc @ThisIsCSPi us-ts-sales@cspi.com www.cspi.com