



**A proactive approach to network support**

## ***NSIPro Managed Services***

**You don't have to call us, we'll call you.**

NSI brings industry leading tools, strong leading vendor partnerships, superior service and expertise together to provide a powerful service offering for businesses of all sizes – with NSIPro Managed Services. Our approach to managed services allows companies with limited support staff and shrinking technology budgets to gain access to best of breed technologies and services.

Our main goal when developing our managed services was to provide our customers with valuable insight regarding their computing systems and to communicate problems in an effective manner. With the use of historical data from an array of component metrics we speed up the troubleshooting process as well as providing long-term capacity planning data to help customers anticipate current and future computing needs. Our notification engine provides an escalation model where issues are identified and remediated, rather than discovered and trouble-shooted. As an established trusted advisor, NSI strives to better serve its customers every day. Our managed service offering gives us the tools necessary to exceed customer expectations by being proactive and communicating effectively when issues arise.

- 24x7 Monitoring with Detailed Metrics and Reporting
- Customer Dashboard
- Problem Identification
- Web Site Ticketing System
- 24x7 Block hour dispatch
- Offsite Remediation

*“We have worked with your company for many years and thought it was time to make sure you knew how happy we have been with your service”.*



Monthly Service Charge	Managed (per device/month) Network/Server
5 – 10 Devices	Network \$118.00 Server \$235.00
11 – 25 Devices	Network \$106.00 Server \$211.00
25 + Devices	Network \$95.00 Server \$190.00

## NSI Pro Managed Services

One size *doesn't* fit all. Our Managed plan is designed for fast-growing companies that want to outsource alerts and remediation.

<b>On call Solutions Service</b>	You get all the benefits of our <i>OncallSolutions</i> program – quick response, friendly service, and the best engineers in the business	●
<b>No onsite minimums</b>	We waive the regular 4-hour minimum for all onsite visits	●
<b>Access to 24/7 help desk</b>	Our 24/7 help desk is staffed by our own skilled engineers 24 hours a day, seven days a week, 365 days a year. You'll never be without support again – even in the middle of the night.	●
<b>Free remote network monitoring</b>	Our state-of-the-art remote monitoring system lets us know about problems with your network, systems and applications before they affect you. We even check for failed backups and overdue security patches on your servers. Anything that can be fixed remotely is included in the monthly cost.	●
<b>Inventory management</b>	Our automated inventory management tools scan your network and produce a detailed list of your hardware and software, across networks and systems	●
<b>Quarterly preventative maintenance</b>	Quarterly preventative maintenance is a bare minimum for any network with at least one server. We check every log, suggest operating system updates and security patches to your server and networking equipment	●
<b>Monthly preventative maintenance</b>	Monthly maintenance is the best method we've found for decreasing downtime and unscheduled visits. Our checklist goes through each network device in detail and makes sure they're up to date and secure. If not, we provide a detailed priorities list for you of critical and pending issues	●
<b>Monthly Analysis Service "Virtual CIO"</b>	If you've ever wanted to know what issues may be causing existing or future problems, this service is critical to your business success. Virtual CIO summarizes critical issues based on data collected from your environment as well as provides recommendations on how to resolve issues that could affect performance. Virtual CIO also provides you with direct access to our most senior engineers – certified Microsoft engineers and certified great listeners. Their goal is to make technology work for you – not against you.	●
		36 hours per quarter

Individual visit durations may vary but will total the amount shown during the quarter. A portion of the preventative maintenance may be performed remotely.