D.E. SYSTEMS
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Reliable Network Services

An IT partner not provider. We have been working hard to enhance your customer service experience and to improve upon the manner in which your network helps you conduct business. Technology is the number one budget item after human resources, yet it is the least understood. Allow us to use our expertise to help you reduce your maintenance costs and increase the service quality and reliability of your IT infrastructure.

"Computer and network services, reliable and responsive!"

One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With our proactive managed services solution, we can prevent many network failures from ever happening. By combining regular preventative maintenance and comprehensive real-time monitoring of your critical network and desktop devices, we ensure the reliability and stability of your IT assets.

This solution is so effective, our customers see almost immediate results. A regularly maintained network means fewer failures, yielding higher productivity and savings on support costs for you. At the same time, your exposure to security risks is dramatically lessened, and frustration from unstable IT resources almost vanishes. We allow our customers to focus on their core business functions by taking the worry out of owning a computer network.

Do these issues plague your business?

- **Stuck in a break-fix pattern?** Many service providers just address the symptoms of downtime, and not the root cause! Through our remote managed services and monitoring we can address problems early on.
- **Email failures?** Has your email server ever been down when you need to send an important message or document?
- **Downtime impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?Your computer (s), Network server (s), security, software internet access, printers, backups are all part of running a business and need to keep running effectively.
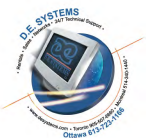
Program Advantages:

- **Lets you focus on your business:** We are your networking watchdog, enabling you to focus on your core business activities instead of managing a network or its problems.
- **Reduced network downtime through proactive maintenance:** Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.
- **Fast remote support and troubleshooting:** Remotely diagnosing and remediating network, server and desktop issues to help your employees resume their business activities as quickly as possible.

Program Features:

- **Network Monitoring** constantly tracks the performance of your network – bandwidth, errors and other key indicators. This means your users always experience a stable environment.

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- **Windows Patch Verification** checks if your PCs and servers are running the most recent versions of their Windows operating software, and provides reports and recommendations.

- **Server Configuration Management** provides the utmost in security and productivity by designing, deploying and enforcing standardized server configurations.

- **Monitoring of Your Backup Solution** ensures the backup of your important corporate data occurs as scheduled and without error, protecting your organization from data damage or loss.

- **Anti-virus Status Monitoring** verifies that each PC and server has its anti-virus software running and is receiving all updates. Know if your anti-virus software is doing its job.

Standard Features	Description
Networking Basics	Monitoring the vital statistics of your routers, switches and VPN equipment
Essential Server Monitoring	Monitoring of the vital systems of your servers
Onsite Response	Technicians are dispatched to your office when IT support issues arise
Remote Response	Technicians can work remotely on your network to resolve issues
PC Care & Maintenance	Ongoing preventative maintenance of your PCs to make them reliable and secure
Essential Monitoring	Monitoring the essential elements of your business' IT assets
PC Care & Maintenance	Ongoing preventative maintenance of your PCs to make them reliable and secure
Security Necessities	A secured network perimeter, policies and managed virus protection
Backup Essential	Monitoring the success of your onsite backup solution
Standard Reporting	Network health reporting and quarterly reviews
Asset Reporting	Greater control of your IT assets through regular audits of what you have
Email & Messaging Services	Management of your email, spam filtering and mobile messaging services

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Solutions Driven by Technology