



### SERVICE BRIEF

# Proactive Managed Server Care

Flat-Rate Managed Server Care is a complete, 24x7x365 server monitoring, remediation, maintenance and management solution.

#### Proactive Managed Server Support

*Reduce downtime, increase profitability, and make your technology work for you.*

Any business with multiple users should consider running a server to store files, dish out network permissions, and eliminate issues like data loss and confusing networking setups that grow to become more of a hassle as you grow. With a server, all of your eggs are in one basket, so you'll certainly want to keep a close eye on that basket! Get comprehensive support that includes remote & on-site server remediation services at a flat monthly rate, meaning there are no 'per-incident' charges. We utilize proactive maintenance in order to prevent downtime before it affects your bottom line.

Let us give you peace of mind knowing your servers are being watched 24x7x365.

**"You can rest easy, Quest Digital Never Sleeps"**

#### The Quest Digital Server Platform

*Protect the core of your technology Infrastructure*

Your servers are the heart of your IT Infrastructure. Any downtime means a massive loss in productivity for your end-users. Quest Digital's Managed Server Care combines constant 24x7x365 Server Monitoring with proactive maintenance to prevent downtime and maintain availability and stability. If your server goes down, we know about it within minutes, and often take action before the client calls us.

Your server's uptime is our priority, and we take it very personally.

#### Server Consulting and Best Practices

*Custom solutions to fill any need*

If your business is expanding, or you feel that your network is lacking for your current users, we can evaluate your current setup and come up with the best solution for your organization. Thanks to many partnerships with hardware and software vendors, we can provide the best solutions to meet your goals at prices intended for small businesses.

#### Active Directory Administration

*Benefit from Quest Digital's Flexibility*

To optimize your internet network infrastructure, Server Care includes Active Directory Administration and Policy Management. Network Policies and File/Folder Permissions are managed to ensure internal security, based on protocols necessary to your business.



#### Features

- 24x7 Server Monitoring
- 24x7 Remote Maintenance
- On-Site Support when needed
- Active Directory Policy Management
- Security Updates

#### Benefits

- Greatly reduce server downtime with proactive maintenance
- Proactive 24x7x365 monitoring and protection
- Flat-Rate IT is easy to budget
- Reduce and prevent downtime across your entire infrastructure
- Bundled Anti-Virus Protection
- Network Policy Enforcement and Administrative Consultation
- Issues are resolved often before your end users notice them
- No more 'per-incident' charges
- Enterprise level care designed

**Technology made simple**

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