

## MANAGED SERVICES

In the past, the model for IT services has been this:

The computer doesn't work. Call the "computer guy". Reach for your checkbook.

Technology tools are available today that didn't exist only a few years ago. These tools enable the technology professional to remotely administer your computer systems on an ongoing, 24/7 basis. We can take a proactive approach to ensure that you will dramatically reduce the need for those expensive emergency calls that must be performed on-site during business hours.

Have you backed up successfully? Did you run disk defragmenter? Do you have the latest security patches and software updates? Are you running low on disk space? Has there been a malicious program installed on one of your computers? Are there bad sectors on your hard disk drive? Has there been unauthorized access to your network? Do you need remote desktop assistance from an administrator to configure a program or device? Do you know the history of your system's events and alerts?

pleasantbay.NET now has the ability to offer you peace of mind when it comes to your computer network and systems. You'll never have to worry again about the answer to any of the questions above, unless it would require a critical executive decision. For example:

We were remotely monitoring a server for a company. We became aware of an imminent hard drive failure. We notified the president of the company to obtain permission to replace the drive. Sure enough, upon our arrival, the hard drive completely failed only minutes after doing a complete backup of the company's data. We replaced the drive with two mirrored drives for data redundancy, and had the company's server up and running for them by the end of that Saturday.

On Monday morning, everyone resumed work as usual, completely unaware that they might have returned to work that Monday morning to find that EVERYTHING WAS GONE; all their financial files, all their contacts, all their emails, all their contracts, documents, images, spreadsheets – gone.

Instead of weeks of attempting to replace critical data (therefore thousands of dollars in lost productivity), and instead of thousands more dollars spent in IT costs, we were able to quickly restore their server system for a fraction of the potential costs.

Monthly plans are available from pleasantbay.NET in three levels of service, ranging from basic monitoring to a complete out-sourced IT solution, including a loaner PC in the event of a critical repair or replacement. Please call or visit our web site to learn more about these plans, and to sign up for a free network analysis:

<http://pleasantbay.net/support.htm>

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