



# Managed IT Services

## Server/Desktop Management

### MANAGED IT SERVICES

Is your business prone to system downtime, viruses, spyware, losses of productivity, and every other excuse for why the computer systems you've come to rely on aren't working consistently and as expected? These distractions are unnecessary, and very expensive.

Allison Royce of San Antonio and South Texas understands this. We also know that companies are constantly challenged by the task of managing the demands of growing their business while coping with continuous technology challenges.

Through our Managed Services programs, Allison Royce's focus is to keep your systems operational and available so that you can focus your efforts on the demands of growing your business, managing costs and increasing revenues. We want to help you realize the productivity gains and ROI you have been expecting from your computer systems.

You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. Allison Royce will help you turn your data networks into an effective, efficient component of your growing business. Based on your particular level of service, our Managed Services can include: *Remote Diagnostics, Server Management, Firewall Management, Desktop Management,*

*Hosted Exchange®, Patch Management, Help Desk, Antivirus and Malware Protection.*

Allison Royce provides you with the single source of professional expertise and resources you need to streamline system management and support functions. We use advanced processes, tools and methodologies, to deliver superior services that match your needs.

### Server Management

Allison Royce continuously monitors, administers and manages your servers whether your IT network infrastructure is local or remote. We are a network administration and server management company. It's what we do. Our Server Management services include (based on service-level agreement):

- Security Patch Management SQL Server, Exchange, IIS, OS
- Virus Definition Management
- Backup Management
- Firmware Management
- Service Monitoring and Notification
- Event Log Monitoring
- Disaster Recovery Coverage

Proactive managed services eliminate the scenario of calling and waiting for the "computer guy." Potential issues and problems are prevented. Systems and people remain productive and working. In the case where problems do occur, response times can often be within minutes.

### Desktop Management

Allison Royce manages the desktops in your organization with day-to-day tasks such as application installation, backup and recovery, diagnostics, troubleshooting and resolution, inventory management of equipment, inventory usage reports and more, including (based on service-level agreement):

- Security Patch Management
- System Log Monitoring
- Virus Protection Management
- Daily System Audits
- End User Support Portal
- Monthly Management Reports
- Application Deployment
- Application Change Notification
- Hardware Change Notification
- Security Log Monitoring
- Application Log Monitoring
- Spyware Removal and Management
- Bandwidth Usage Tracking
- Asset Management
- Report Generation
- Remote Management
- End User Remote Control
- Desktop Policy Enforcement
- Backup and Disaster Recovery
- Best-of-breed data retention policies
- Web interface multi-location management
- Restore by Web, FTP and Windows software