

PROACTIVE CARE

With Aureon™ Technology by your side, you'll get worry-free protection for your IT infrastructure and maintain compliance, while focusing on your core business activities. State-of-the-art monitoring, automated security patches, and automatic or dispatched remediation and support means Proactive Care lets you focus your attention on achieving your business objectives.

Using industry leading monitoring, back-up, and security management technologies, Proactive Care watches over designated devices and network components. This includes servers, workstations, switches, and storage networks to ensure they're working efficiently and effectively. Proactive Care also makes sure you're in compliance with required regulatory or industry standards and best practices.

Proactive Care services protect your wide-area and local-area network from suspicious and malicious inbound and outbound public-facing network traffic. In addition, we apply internet content and URL filtering per your rules and policies, provide gateway anti-virus protection for unencrypted traffic, and deploy an Intrusion Prevention System (IPS) with patches and vendor updates applied 24/7, year-round, as required.

Proactive Care can identify potential problems and install a required patch, update, or repair before something goes wrong!

Systems managed through Proactive Care need fewer repairs and require less service, which keeps your budget in check and allows for maximum employee productivity. Plus, all the services include scheduled reporting and technology planning sessions — keeping you up-to-date and providing excellent communication along the way.



Unlimited Network Monitoring & Maintenance

- 24/7, year-round network monitoring
- 24/7, year-round network maintenance
- Automated patch management



Image-Based Data Backup

- Granular recovery of individual files
- Disaster recovery & business continuity process
- On-premise & off-site storage



State-of-the-art Network Security

- Firewall management
- Content filtering
- Anti-virus
- Intrusion prevention



Unlimited Support

- Remote & on-site unlimited support plans

PROACTIVE CARE INCLUDES:

- Routine maintenance and 24/7, year-round systems monitoring.
- Automated services to ensure your network and systems are patched, updated, and secured from outside threats.
- Unlimited remote and on-site support plans.
- Monthly technology performance reports.
- Scheduled technology update meetings, and an annual CIO-level technology planning session.
- Secured data backup configurable to your needs with options for disaster recovery.
- Standard backup retention schedule of 30 dailies and 11 monthlies.
- Managed monitoring and client premise appliance maintenance.
- Alerts when problems are indicated.
- Backup agent upgrades to Microsoft® Windows®, SQL™, Exchange™, if required.

We can also deploy and manage a second data center as a disaster recovery center for replicating and vetting our primary locations.

BUSINESS-SPECIFIC SOLUTION

At Aureon, we realize every business is unique and there is no “one size fits all” approach when it comes to technology. Our team will work closely with you to understand the unique needs of your business to best align solutions to help you grow and serve your customers. After all, our goal is to serve as your trusted partner to tackle the technology issues that keep you from focusing on your business.

For more information on Proactive Care from Aureon, call 888-387-5670 or visit AureonTechnology.com.

PROACTIVE CARE – MANAGED SERVICES	SERVICE	FREQUENCY
Workstations & Devices		
Services availability	X	Ongoing
Performance and utilization	X	Ongoing
Device availability	X	Ongoing
Workstation optimization	X	Ongoing
Workstation replacement and setup	X	As needed
Printer administration/management	X	As needed
Anti-virus and Anti-malware	X	Ongoing
Mobile device configuration	X	As needed
Servers		
Server availability	X	Ongoing
Performance and utilization	X	Ongoing
Monitor server event logs and alerts	X	Ongoing
Monitor server hard drive disk space	X	Ongoing
Group policy implementation and administration	X	As needed
Active Directory, File Server, Exchange, SQL, Citrix, and IIS Management	X	Ongoing
System audits and inventory	X	Ongoing
Anti-virus	X	Ongoing
On-demand updates of specialty applications	X	As needed
Networks		
Network utilization	X	Ongoing
Performance monitoring	X	Ongoing
Patch Management and Microsoft® Protection		
Monitor system and security events	X	Ongoing
Patch management and updates of Microsoft® software	X	Ongoing
Patch management and updates of common applications	X	Ongoing
Professional Services and Reporting		
Scheduled technology planning meetings with Aureon	X	As needed
IT Executive Summary and Monitoring Metrics (Report)	X	Monthly
Client Systems Patches Applied (Report)	X	Monthly
Detailed reports and metrics on demand	X	As needed
Firewalls and Security Systems Management		
Firewall management and administration	X	Ongoing
URL filtering	X	Ongoing
Anti-virus management	X	Ongoing
Backup and Disaster Recovery		
Offsite backups and/or archives management and administration	X	Ongoing
Recovery of servers (virtualized)	X	As needed
Support and Assistance		
Aureon Client Portal account access with service ticket information, invoicing, and bill pay features	X	Ongoing
Remote support and assistance	X	Ongoing
Onsite support and assistance	X	As needed
Support response times: during business hours (7:00 a.m. – 5:00 p.m. CT)		
Priority 1–Service not available (all users and functions unavailable)	30 minutes	As needed
Priority 2–Significant degradation of business (large number of users or business critical functions affected)	1 hour	As needed

Monitoring, management, and/or the auto-remediation of described service will be performed by Aureon Technology automated managed services tools. The service to be performed will be per Appendix B with Agreement definitions and are included as part of Aureon™ Proactive Care Managed Services. Management and remediation requiring Help Desk Technician support and interaction will be performed during Help Desk Support hours of 7:00 a.m. through 5:00 p.m. (Central Time) Monday through Friday (excluding holidays).