



## INFORMATION TECHNOLOGY SOLUTIONS FOR YOUR ORGANIZATION

Matson & Isom Technology Consulting is proud to introduce **ProSupport Managed Solutions**.

**ProSupport Managed Solutions** helps to ensure an **uninterrupted business workflow** and maximum utilization of your technology investment by proactively managing, maintaining, tracking and improving the security of your organization's network environment.

## TOP BENEFITS OF PROSUPPORT MANAGED SOLUTIONS

### Increased Security

- Identify and address security issues.
- Track unauthorized users.
- Safeguard against lost data.
- Find and address security vulnerabilities.

### Increased Network Availability

- Maintain high availability across your entire network.
- Decrease troubleshooting and problem solving time by detecting IT issues before they occur.

### Strategic Reporting

- Make better-informed purchase decisions.
- Review IT activities, alerts, and system up time reports.
- Open and track service requests online.

### 24x7x365 Monitoring and Alerting

- Monitor critical events, availability and performance of all systems, applications and data.
- Instant notification of IT problems 24 hours a day, 7 days a week, 365 days a year.

### Detailed Asset Tracking

- Software and hardware inventory.
- Identify unauthorized software.
- List systems requiring software updates.

### Trend Analysis

- Monitor trends in network reliability and utilization.
- Identify and address performance issues before they impact business workflow.

## SOLUTION FEATURES AT A GLANCE

Feature/Benefit	ProSupport Baseline	ProSupport Essentials	ProSupport Premium
Proactive network and server availability monitoring	✓	✓	✓
Proactive backup & antivirus system monitoring	✓	✓	✓
Microsoft security patch monitoring (servers & workstations)	✓	✓	✓
Proactive network and server issue monitoring	✓	✓	✓
Automatic hardware and software asset inventory	✓	✓	✓
Scheduled network baseline security scans	✓	✓	✓
Scheduled IT activity reporting	✓	✓	✓
Microsoft security patch management (servers & workstations)		✓	✓
Simple fixes for server backup & antivirus issues		✓	✓
Scheduled network vulnerability scans		✓	✓
Detailed network vulnerability assessment reports		✓	✓
All-inclusive network maintenance			✓
Hardware & software maintenance contract management			✓
Vendor application monitoring & support (in coordination with vendor)			✓
Priority issue handling			✓
Strategic IT planning			✓

## FREQUENTLY ASKED QUESTIONS

Question	Answer
Does ProSupport cover day-to-day IT support for my network?	ProSupport Premium is designed to be an all-inclusive solution which includes on-site and remote support for day-to-day IT support issues on your network in addition to network monitoring and regular maintenance. Day-to-day IT support under ProSupport Baseline and ProSupport Essentials contracts is billed separately.
Does ProSupport cover special IT projects?	Special projects are typically proposed as independent contracts with a proposal, timeline, and specific scope of work defined prior to the project's execution. Under certain circumstances, limited-scope special projects are included under ProSupport Premium.
Are there any minimum requirements for my network to be supported under ProSupport?	A list of minimum requirements and prerequisites for ProSupport is listed on our website at <a href="http://www.mitcs.com/prosupport">www.mitcs.com/prosupport</a> .

## THE MITC APPROACH

Matson & Isom Technology Consulting utilizes a solution-oriented approach to technology support that focuses on proactive, positive, measurable, and comprehensive results for your organization. The goal is to help your organization succeed through the effective use of technology.

## PRICING

### ProSupport Baseline

Our introductory network monitoring solution to support your business.

**\$99/Month**

### ProSupport Essentials

Fully monitored remote network management and support for your organization.

**\$399/Month\***

### ProSupport Premium

The ultimate support package, including full-time monitoring and problem resolution.

**Call For Details!**



**530-891-9146**

\*Pricing is for one server only. Subsequent servers are covered at additional cost.