

# Personal Systems Services, Inc.

## Network Assurance Contract Plus Managed Services

### The Story

Imagine your children or grandchildren being excited about a field trip and picnic you are taking with them today. You also plan to take your friends next door and their children. The neighbors offer to drive their new van, but being a conscientious and careful driver, you prefer to drive your own van. When it is time to leave, both parents and the children climb into their seats. Everyone is happy and all is well.

Five miles outside of town, the van begins to sway from side to side. Without further warning, the right rear tire has a blowout. Fortunately, control is maintained and the car is safely pulled off to the side of the road. Road side service is called and the tire is changed. Even though the picnic plans are delayed and most of the activities cancelled, the good news is no one was injured. Low tire pressure is a leading cause of tire blowouts and you are thankful that the tire was on the rear, not the front, because the risk of serious damage and bodily harm would have been much higher with a front tire blowout.

When the van was being packed before leaving that morning, no one noticed the right rear tire was low on air. If anyone had noticed, you could have filled it to the proper pressure before leaving and perhaps avoided the blowout.

The neighbors' new van is equipped with OnStar® and it could have been used for the trip if anyone had known about the tire pressure problem. OnStar® monitors a vehicle's mechanical health (including tire pressure) and e-mails a report to the owners. The evening before the trip, your neighbor received an e-mail reporting everything was OK with their new van. You didn't have this service, so you didn't know there was a problem with your tire.

### Your Business Analogy

Please consider the similarities between this story and something else that is very important to you and your family – your business and your livelihood. If your computers or network have a “blowout”, what effect does that have on your organization and your customer satisfaction? The good news is

- **Your critical business technology can now be monitored cost effectively**
- **Many problems can be proactively corrected by experts before they become critical**
- **Costly downtime can be minimized**

Several years ago, PSSI offered a way to reduce the effects of technology downtime on businesses by offering our customers a Network Assurance Contract (NAC). The NAC is an annual contract, payable on a monthly budget. With this agreement, PSSI provides customers with services designed to provide preventative maintenance and fix issues with their computers and networks. Wanting to be even more proactive, PSSI continued looking for better ways of serving our clients. After extensive research, PSSI partnered with N-Able Technologies several years ago to offer ***Managed Services – real time monitoring and proactive management of critical network and computing resources***. Until recently, Managed Services was expensive and used only by larger companies. Now it is affordable for smaller companies as well.

# PSSI's NAC Plus Managed Services

## Your Business Today

How do you handle computer and network problems today? Perhaps you have an employee who is knowledgeable enough to solve minor problems. Hopefully that person is smart enough to know when to ask for more expert help or small problems can become much bigger. Most small businesses have a computer expert to call when there is a problem they can't solve. Often that expert is working on other problems and you must decide to wait until they get finished or call someone else. In any event, there can be a lot of wait time, wasted effort, and loss of productivity before your technology problems are fixed.

## NAC Plus Significantly Reduces the Impact of Technology Failures

With PSSI's Network Assurance Contract Plus Managed Services (NAC Plus), *potential problems are often detected when they start and fixed before downtime is experienced.* Our Network Operations Center (NOC) is constantly looking for and fixing problems before they become critical. Processor, disk, memory, and system temperature are some of the many resources that can be monitored and tracked. Periodic utilization and capacity reports indicate trends that can prevent potential performance bottlenecks or disasters.

The adage, "*A stitch in time saves nine*", is so often true with computers. A little time fixing problems before they happen can often save many hours, even days, of effort to repair it after it breaks. Often the out of pocket cost of the NAC Plus is less than the cost of fixing a computer after it breaks. This is without even considering the impact on your employee productivity and customer satisfaction caused by the significantly longer time it takes to fix computer problems reactively (after they break).

Here are some other examples of processes and resources that can be monitored and action taken to prevent technology problems:

<u>Potential Problem</u>	<u>Action to Prevent Outage</u>
• Increasing disk errors	Proactively schedule replacing disk drives <i>before data is lost</i>
• Malware outbreak, e.g. viruses, trojans, & spyware	Verify anti-malware operating status: if anti-virus & anti-spyware aren't fully functional and their malware definitions up to date, <i>you aren't adequately protected</i>
• Disaster occurs & backup isn't useable	Detect and fix the backup before it is needed! <i>It takes much longer to recover when a disaster occurs and the backup is bad.</i> How long do you have before you are out of business?
• Internet connection breaks	Detect and fix so <i>e-mail and web browsing continue to be available</i>
• <i>Your website's accessibility</i>	Detect and report so e-commerce can continue with minimal interruption

In short, PSSI's Managed Services provides what you need to minimize unexpected "blowouts" and *proactively head off disaster.* Contact us today for a no cost, no obligation evaluation.

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