

Global Network Operations Center

Affordable Remote Monitoring, Remediation and Preventive Maintenance

Our convenient, affordable and automated Global NOC service handles routine system maintenance and network monitoring functions on a 24/7 basis. We take care of it all — escalating alerts, reviewing backups, defragmenting your hard disk, deleting temporary files, preventing viruses and reducing spyware — without interruption to your daily business operations.

The result: You're free to focus on your core business, rather than your technology.

Three Service Packages Available

Because every organization's requirements are different, we offer a choice of service packages to give you the flexibility you need.

GOLD — Comprehensive 24/7 Maintenance Package for Desktops and Servers

Preventive Maintenance for Desktop includes:

- Patch management
- Antivirus/antispysware
- Temp file deletion
- Disk defragmentation
- Asset/inventory reporting

Preventive Maintenance for Server includes:

- 24/7 monitoring
- Patch management
- Antivirus/antispysware
- Preventive maintenance for Exchange/Active Directory
- SOPs for correction before escalation
- PSA integration (such as Autotask or Connectwise)
- Limited administration

PLATINUM — Comprehensive 24/7 Maintenance and Remediation Package for Servers and Preventive Maintenance for Desktops

Desktop Maintenance includes:

Everything in Gold

Server Troubleshoot and Fix includes:

Everything in Gold

PLUS Remote Troubleshoot and Fix, Move/Add/Change on users/groups

PLATINUM PLUS – Comprehensive 24/7 Preventive Maintenance and Remediation Package for Servers & Desktops

Desktop Maintenance includes:

Everything in Gold

PLUS Remote Remediation

Server Troubleshoot and Fix includes:

Everything in Gold

Plus Remote Troubleshoot and Fix, Move/Add/Change on users/groups

Remote Device Network Management – Available as add-on for Platinum and Platinum+ Plans

Offering three levels of service:

Switch: 24/7 monitoring and alerting, asset/inventory, full reporting

Premium - Routers/Firewalls: 24/7 monitoring and alerting, ISP vendor management, proactive maintenance, asset/inventory, full reporting

Comprehensive - Routers/Firewalls: 24/7 monitoring and alerting, ISP vendor management, proactive

Every package includes:

- Maintenance Services — patching, spyware, antivirus and Preventive tasks
- Monitoring, alerting and escalation — 24/7 or after business hours
- Up/down alerting in network devices



Enjoy Improved Productivity

Our preventative maintenance services help keep your hardware and servers running at peak performance. By defragmenting your hard disks, deleting temporary files and preventing viruses and spam, we can help prevent most problems before they occur. However, since we monitor your servers around the clock, our NOCs are alerted and resolve most issues before you even know there's been a problem. This improves your system performance and helps you maintain productivity, with less interruption of your daily business.

Web site: www.epciservices.com

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PCI Services is an end-to-end IT Solutions Provider Company that has the capacity and experience in providing wide-ranging technology solutions to multifarious industry requirements. PCI offers high end technology solutions which include consulting, technology hardware, system software and tools, applications, systems management, IT optimization, security, maintenance, help desk and networking needs. Our services portfolio includes:

- 24x7 Help Desk
- Storage on-demand
- Remote Monitoring & Management
- Managed Security Solutions
- Business Continuity