PROCARE™ - PROACTIVE CARE SERVICES

When it comes to your network and protecting your critical business data, you can never be too safe, too proactive, or too hands-on. Your business relies on optimal network performance and availability and it's your job to make it happen. Yet for so many small companies, maintaining around-the-clock protection and productivity is just not realistic. You need access to more resources, more expertise, and more support.

At IT Outsource, we provide a broad, but complimentary selection of services designed to optimise your business operations and keep your valuable information secure. From to 24x7 network monitoring, to managed patching, to enterprise-class firewall technology, we provide the hardware and software solutions you need, combined with the security expertise you deserve.

OUR COMPREHENSIVE SELECTION OF SERVICES INCLUDES:

CORE SERVICES:

Proactive monitoring and maintenance of your servers is the foundation of a ProCareTM plan and additional services can be added from our optional care services as required. All support labour resulting from the monitoring and user requests is facilitated on a time and materials basis. The ProCare solution provides a low recurring monthly fee base to cover the essential services to properly manage your core network services.

CORE SERVICE: NETWORK MONITORING AND MAINTENANCE

Through IT Outsource's ProCareTM Network Monitoring services, we treat your network as if it were our own. We closely monitor all key network components to make sure that availability and uptime are maximised – all the time. With a 360 degree view of network activities ProCareTM helps you identify potential network problems before they slow down operations.

CORE SERVICE: MANAGED PATCHING

IT Outsource takes the task of patch management off your hands, automating the process to provide a cost-effective and streamlined solution. We proactively monitor your network systems for vulnerabilities and immediately address security weaknesses with required patches. We make sure that you're covered – through regularly scheduled monthly patch release updates and for real-time emergency updates in response to urgent threats.

CORE SERVICE: MANAGED ANTI-VIRUS & ANTI-SPYWARE

IT Outsource's ProCareTM Managed Anti-virus and Anti-spyware services keep your organization safe from today's most sophisticated threats – before they hit the enterprise. We allow you to off-load all of the management required, by leaving the installation, configuration, and monitoring of anti-virus and anti-spyware software to us. The solution is monitored through our Network Operation Centre to ensure all devices (on or off the corporate network) have the most current versions and definitions in place to successfully stop threats before they materialise.

OPTIONAL SERVICES:

» Service Option: Chartered Hardware

» Service Option: Hosted Private Servers & Desktops

» Service Option: Line of Business Application Support

» Service Option: Printer Management

» Service Option: Managed Firewall

» Service Option: Website as a service
Our team of experienced and professional designers, developers and SEO experts ensure that your website is professionally produced, regularly updated and your website content is maintained and optimised all the time, all for one LOW, FIXED COST.

» Service Option: ServerSafeTM Server Back-Up & Replication

» Service Option: Internet Marketing & SEO
We take the time consuming element out of your SEO campaign, making the updates, giving design consultation, completing online submissions and copywriting as part of a structured on-going SEO strategy.

» Service Option: IP Telephony

» Service Option: QuickBooks Health Check

» Service Option: Handheld device management

IT OUTSOURCE
business solutions