



## Server Management

### Server Plans for Managing & Protecting the Most Vital Components of Your Network and Organization

- ▶ **Basic** - Allows your organization to have access to both proactive and reactive remote support on an unlimited basis. Ideal for organizations with some in house IT support resources or seeking a remote only solution.
- ▶ **Professional** - Includes unlimited remote server monitoring, remote after hours support and management. This plan brings an added level of maintenance to your servers with quarterly, on-site maintenance for patch updates and application support. A complete outsourced IT solution.
- ▶ **Platinum** - Offers all the features of our professional plan PLUS the added security and benefits of daily virus protection, back-up and restore testing, disaster recovery and back-up coupled with unlimited remote and on-site support around the clock!

For more information  
visit us at  
[www.manageditnetworks.com](http://www.manageditnetworks.com)



**CTNtotalcare** offers three Server Management plans that include critical monitoring and maintenance required on a regular basis. All of our plans include 24/7 remote support. For servers that require additional management, unlimited on-site support is available.

Server Management	Basic	Professional	Platinum
<b>24/7 Support</b>			
Unlimited Phone Support	✓	✓	✓
Unlimited Remote Control Support	✓	✓	✓
Service Availability Monitoring	✓	✓	✓
Remote After Hours Support 5pm-8am M-F, Sat/Sun)		✓	✓
Unlimited On-Site Support		✓	✓
<b>Maintenance</b>			
Microsoft Patch Management	✓	✓	✓
Event Log Monitoring	✓	✓	✓
Log File Maintenance	✓	✓	✓
Drive Space Monitoring	✓	✓	✓
Printer Setting Management	✓	✓	✓
Back Up Monitoring and Administration			✓
<b>Security</b>			
User Account Administration	✓	✓	✓
File Sharing Permission Administration	✓	✓	✓
Security Administration	✓	✓	✓
Anti-Virus/Spam Software Management	✓	✓	✓
Anti-Virus/Spam License			✓
<b>Major Server Application Support - Prices monthly per server</b>			
Exchange Maintenance & Administration			
Major Database / Critical Application Support			

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