

Managed IT Services

retroEYE Server Support

RetroFit provides an array of essential server management services to small and medium sized businesses. We help you maximize your server and application uptime to keep productivity levels high. We also minimize the daily hassles involved with using and managing technology.

With three levels to choose from - Essential, Professional and Professional Plus – you determine which option meets your needs. Levels range from basic remote monitoring to full managed IT services, including Help Desk and onsite support and maintenance. Customized service plans are also available. Consider the following advantages:

- Technology Platform – RetroFit's platform provides a completely secure environment for monitoring and managing servers – Windows OS and applications.
- Server Monitoring Policies – Automated processes and a self-check routine are run to determine what ports, services and processes are currently running. We analyze this information and apply policies to monitor the server.
- Personal Phone Alert & Problem Analysis – In the event of an occurrence, retroEYE alerts the engineers at RetroFit's NOC of a potential problem. Our engineer will take the appropriate steps to prevent a potential issue from becoming a critical problem. We will contact you by phone within 15 minutes of receiving the alert. RetroFit will analyze the cause of the problem and document the steps for resolution.
- Security/Preventive Maintenance Services – RetroFit's NOC services include White and Blacklisting of critical Microsoft (OS & applications) security patches and many other preventive maintenance services
- Anti-Virus Protection – Our NOC conducts checks to ensure anti-virus signatures are updated on servers at regular intervals.
- Asset Tracking – All hardware and software installed on each of your servers is comprehensively tracked by retroEYE.

Benefits

- Preventative approach and quick response – Reduce IT downtime and security issues by more than 70% via proactive management.
- Access to top notch expertise – Your IT infrastructure is supported by a team of highly specialized and experienced engineers working from our Network Operations Center (NOC). When a server generates an alert, our engineer analyzes the alert to prevent a potential problem from becoming a critical one.
- Predictable IT costs – A predictable monthly service cost that can be budgeted with no surprises. Eliminates the need to build costly in-house expertise on IT infrastructure and security technology. Provides economies of scale that let small and medium businesses get Fortune 500 class IT management and support at an affordable cost.

RetroFit minimizes the daily hassles involved with using and managing technology.... so you can get on with your business!

Server Service Plan

Services	Server Essential	Server Professional	Server Professional Plus
24 x 7 remote monitoring	✓	✓	✓
Event log monitoring	✓	✓	✓
Back-up log checks	✓	✓	✓
Server availability checks and monitoring	✓	✓	✓
Basic response time monitoring	✓	✓	✓
Monitoring custom performance parameters	✓	✓	✓
Server health check & analysis of key trends	✓	✓	✓
Patch assessment & management		✓	✓
Service pack updates		✓	✓
Log maintenance (OS & Exchange)		✓	✓
Virus protection & prevention		✓	✓
Server tuning and cleaning		✓	✓
Anti-virus log checks		✓	✓
Server Remote Support <ul style="list-style-type: none"> Experienced Level 2 Technicians Service delivered using a combination of phone and remote control tools Service available Monday – Friday, 8:00 a.m. to 5:00 p.m. with optional after-hours coverage (24x7) Scheduled server administration 		✓ (2 hours)	✓ (unlimited)
Escalation services and remote monitoring		✓	✓
Escalation services and repair (trouble ticket issued)			✓
Network Device Monitoring	Optional	Optional	Optional
retroCARE Onsite Support While retroEYE resolves many issues remotely, any hardware failures that cannot be repaired remotely (i.e. replacement of hard drive, motherboard, etc.) will be repaired at your site. Consider the following features: <ul style="list-style-type: none"> All parts and labor are included Varied Response Level Options to fit your needs Extended hours of coverage available Web-based call placement Warranty uplift service Onsite spare parts availability 	Optional	Optional	✓

Managed IT Service Offerings:

- retroEYE desktop support
- retroEYE server support
- retroCARE onsite support
- Anti-SPAM Solutions
- Network Device Monitoring
- Firewall Monitoring
- Security Solutions
- Backup & Disaster Recovery

ABOUT RETROFIT TECHNOLOGIES, INC.

Since 1983, RetroFit Technologies has been an IT solutions company that specializes in managed IT services, project management, hardware sales, and support and maintenance. Since 1994, RetroFit has held all major statewide technology procurements contracts in Massachusetts.

For additional information about RetroFit, visit our website at www.retrofit.com or email us at information@retrofit.com.