

Your success is dependent on the performance and security of your business assets. Optimize and protect your IT investment with comprehensive IT security, support, implementation and maintenance from eMazzanti Technologies.

### **Automated**

eCare agent monitors equipment 24X7 and automatically creates support ticket if a problem is detected. Applies patches and performs virus, malware and disk cleanup regularly.



### **Efficient**

Keep hardware running smoothly and software up-to-date for just pennies per day per server, desktop or laptop.



### **Flexible**

You control variable costs. When problems are detected, you review reports and support tickets and choose the billed services we perform.



### **Reliable**

Whatever it takes to get you back up and keep you running...you're covered. Empowers anyone to call at anytime from anywhere. Get the fastest response possible whenever you need it. Tech support is notified immediately of email support requests, call or support issues detected 24/7.



### **Optional Services**

Business Continuity, PCI Compliance, Exchange, SharePoint, Email Marketing, Asset Tracking, Vendor Management

### **Serviced Devices**

Desktop, Laptop, Server, Terminal Server, User Tape Library, Router/Firewall, Firewall XTM & UTM, Switch/UPS/Wireless AP



## Basic & Premium Network Management Services

eCare Services	BASIC	PREMIUM
<b>SECURITY</b>		
Enterprise Webroot Antivirus	✓	✓
Outbreak Response	✓	✓
Crypto Prevent	✓	✓
Spyware Management	✓	✓
Ransomware Protection	✓	✓
Central Antivirus	✓	✓
<b>PERFORMANCE</b>		
Global Policy Set	✓	✓
Automated Client Upgrades	✓	✓
Automated Maintenance Routines	✓	✓
Temporary File Cleanup	✓	✓
Automated Reboots	✓	✓
Auditing / Compliance	✓	✓
S.M.A.R.T. System Monitoring	✓	✓
White Label Patching	✓	✓
Regression Testing	✓	✓
OS & Third Party updates	✓	✓
Patch Management	✓	✓
Disk Space Analysis	✓	✓
<b>MONITORING</b>		
Central Management Cloud	✓	✓
End Node Alert Suppression	✓	✓
Control/LogMeIn (faster response times)	✓	✓
Remote Access User Accounts	✓	✓
Ticketing Integrations	✓	✓
Hardware Asset Management	✓	✓
Software Asset Management	✓	✓
Warranty Lookup	✓	✓
Event Monitoring	✓	✓
Up Time Analysis	✓	✓
Reporting	✓	✓
Cloud Management Portal Access	✓	✓
<b>EXPERT CONSULTING</b>		
24/7 Help Desk	✗	✓
Service Level Agreement	✗	✓
Network Monitoring and Notifications	✗	✓
Proactive Network Maintenance	✗	✓
Documentation and Reporting	✗	✓
Backup Monitoring	✗	✓
Performance Monitoring	✗	✓
Global improvements w/Fleet	✗	✓