

# ABM's 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.

**Adroit Business Machines**

Web site: [www.AdroitBusinessMachines.com](http://www.AdroitBusinessMachines.com)

Phone: (866) 992-6570



## **About Adroit Business Machines**

Adroit Business Machines is a Systems Integrator and Managed Services Provider servicing the North Central Massachusetts area. We furnish businesses with all systems needs and ensure that all pieces work together seamlessly. The time is right for systems integrators and managed services providers to flourish. With the recent economic changes business's are looking for more cost savings, we help budgets by lowering IT costs and offer a full suite of services including email defense message archiving, enterprise monitoring, global network operations center, instant recovery on demand, log manager and threat manager, online backup and restore, Microsoft hosted solutions, and print monitoring and management.

## **Our Strategic Partnerships**

Since 1988, our strategic partner's primary focus has been to provide their clients with complete and appropriate solutions that make business sense. Throughout the years, the growth and carefully planned acquisitions have been relentlessly geared towards that single goal: your satisfaction. Over the past two decades, they have enhanced the efficiency of thousands of businesses operating throughout the Northeast with their consistently superb network consulting, flexible service delivery model and their superior technical support. The list of satisfied clients includes commercial businesses, educational institutions, professional services firms and government agencies.

## **What we offer**

Unlike many IT companies that provide "off-the-rack" solutions, we offer custom-tailored solutions to match your unique corporate profile. Using a meticulous needs analysis, we produce a solution that satisfies your technological requirements while adhering to both your business and budgetary constraints. Our partners firm-wide commitment to excellence has helped them to earn a large number of coveted certifications from partners such as Microsoft, Citrix, Cisco, RSA Security, VMware & HP – among others. They partner with these leaders in the industry, and keep their engineers trained, in order to ensure that they are able to incorporate the latest innovations to help you achieve your corporate objectives.

## **Company history**

Established in 2004 as Compurem, ABM has been servicing North Central Massachusetts for over five years. Ensuring the highest quality system builds available today.