

RevITup™ Business Care Managed Service Series



Program Highlights

The Launch Pad's RevITup™ Business Care Managed Service Series provides complete service protection and proactive monitoring of all key functions on the network, servers and workstations. It is designed to provide your organization with a fixed-cost solution, predictable investment and optimal productivity. Through proactive device and performance monitoring in our network operations center (NOC), our engineers can identify and correct issues on your network, servers and desktops before they create downtime and respond immediately to service requests.

Plan Features and Key Components



1) **24x7x365 Proactive Monitoring with Remote Desktop Management**

Key Benefits: Identify and fix problems before they become major issues. Real-time monitoring of critical health status of your servers, workstations, network devices and applications, such as your email or internet connection. Have opt-in access to troubleshoot issues with remote desktop tools for immediate problem resolution. Complete asset management available to you through our online customer portal.

2) **Automated Problem Correction, Routine Preventative Maintenance and Patch Management**

Key Benefits: Maintain productivity by proactively avoiding or automatic correction of common hardware, software and network issues including patch management, backups and security, antivirus.

3) **Flat Rate On-Site Service/Discounted Project Services**

Key Benefits: Get onsite service without additional hourly charges.
Includes onsite support incidents for workstations and servers
(training and new installations excluded)
Discounted block time purchase available
Discounted project and emergency response service

4) **LiveConnect Extended Help Desk Access via Phone, Online Chat and Remote Assistance**



Key Benefits: Contact us whenever you need assistance. 24/7 access to our Self Service Customer Portal with online ticket and project management, company knowledgebase and service history.

5) **Guaranteed Priority Response**

Key Benefits: RevITup™ Business Care partners have priority response service with guaranteed service level agreements

6) **Security and Patch Management & Monitoring Plus Antivirus and Antispyware licenses.**

Key Benefits: Our proactive monitoring ensures proper functioning of your antivirus programs, backups and firewall devices. Monthly fee includes software and licensing for antivirus and antispyware.

7) **Business Care Executive Summary Reports**

Key Benefits: Get information on your system when needed plus regular comprehensive health and status reporting.



8) **Fixed Monthly Investment & Increase Productivity**

Key Benefits: Outstanding and comprehensive service that reduces employee downtime, maximizes your technology investment and offers a predictable cost for technology.

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