

## RevITup™ Business Care Managed Service Series

*You pursue your vision...we'll manage the technology*

liveconnect™

livesupport™

### RevITup™ Worry-Free IT - So What's In the Box?

When it comes to managing your network resources, The Launch Pad truly offers a unique managed, fixed-price solution. **RevITup™** is the convergence of our managed toolset, our network operations center (NOC), strict business processes and certified engineers that can surround your company to protect your data and optimize your network performance.

We have made a significant investment in the best management tools in our industry and assembled them in our local network operations center (NOC). When you utilize any portion of **RevITup™**, you can be assured that your company's key network elements and managed devices are being monitored continually. Our NOC engineers and Managed Services team receive alerts and have responsibility for executing all managed service processes for the various tools we deploy.



#### **Network Monitoring**

We monitor the vital components of your network including your servers, switches, firewalls and routers. Our automatic alerting system can notify you and our NOC team about the issues that can impact your network performance to save you from the costly issues of network downtime and extend the life of your hardware investments.

#### **Optimized Desktops and Servers (RevITup™ Business Care Silver)**

With security concerns growing each day, it is critical that your network is up to date on operating system patches. We scan your network and deploy patches for servers and attached desktops to be sure that you are protected. We provide your administrator with a periodic asset inventory of hardware and software to help maintain network control and make purchasing decisions. With your permission, we can remotely control your computers to solve problems quickly and efficiently.

#### **Managed Desktop and Servers (RevITup™ Business Care Platinum)**

Our remote tools allow us to provide unlimited technical assistance to your computer users and network administrator from our NOC location, providing you with faster response time and reduction in drive time and onsite charges. Our fixed fee pricing for remote and onsite support fits your budget and maximizes your company productivity.



#### **Total Desktop and Servers (RevITup™ Business Care Platinum+):**

The total level of services includes everything in the managed plan, and also includes the hardware itself. The Launch Pad will provide the hardware and maintain it for you. This truly is the way to lock in the cost of IT for your business.

### **SPAM Management and Hosted E-Mail:**

We can scrub your email with state-of-the-art spam blocking and virus protection. On average, almost 80% of email received is considered SPAM. Gain back valuable time each day and protect your computer from viruses and worms. Hosted E-mail provides a web-based e-mail system at a per mailbox cost. You can use your own domain name and access your e-mail from any web account.

### **Company Administrator Remote Control & RevITup™ Mobile Office**

This extends the remote control capability to your IT staff so they can use the same tool our help desk uses to manage/remediate your company's computers remotely. Using our comprehensive remote login tools, you'll have one-touch access to every device on your network. This provides big benefits for clients with multiple sites that are a distance apart so limited IT staff does not have to travel to repair every issue that comes up. With **RevITup™ Mobile Office** licensing for each desktop, users can work remotely wherever they have access to a web browser.



### **Remote Off-Site Backup - RevITup™ Backup & Disaster Recovery Program (BDR)**

Our Remote Backup Services can help your business prevent disaster and disruption. Using your internet connection, we'll backup your files to a secure off-site data storage facility plus maintain a redundant NAS server onsite in case of server hardware failure. We'll also help you design and maintain a disaster recovery plan. Know your data is protected and managed with RevITup™ Remote Data Protection.

### **Firewall Management**

As network security issues become more complex, it is difficult to know whether the security posture is being maintained. Companies are exposed 24 hours a day, seven days a week. Our Firewall Management Service addresses these challenges by monitoring unauthorized access and providing timely firewall maintenance. This service performs continuous monitoring of the device and provides notification in the event of an alert condition. We offer both basic and total firewall management service. The total firewall solution includes the hardware with the management.

The **RevITup™** remote toolset is reinforced with The Launch Pad's certified professional engineering team. Our engineers provide on-site proactive and emergency services. Our sophisticated RevITup™ Business Care Management Software allows our Help Desk and Service Dispatchers to track all service encounters and engineer activity. There is one additional benefit to engaging The Launch Pad in any of our Managed Services. All managed service clients also receive our best corporate rate for any services required as well as access to our B2B web store with over 500,00 computer products and supplies. This equates to a significant discount on The Launch Pad Professional Services.



At The Launch Pad, our overall goal is to help your company maximize its investment in technology. In today's IT arena, data integrity and security are paramount. Our managed service tools and professional technical staff will supplement your IT staff, enabling them to be more productive for your company. Regardless of which portion of the **RevITup™ Business Care Managed Service Series** you select, be assured that they are all specifically designed to lower your IT costs and enhance network performance and reliability for any company, regardless of size.