

10 Ways ICNS Managed Services Ensures Maximum Performance And System Up-Time

1. 24-7 monitoring of servers, networks, website and workstations.
2. Full-color, daily, weekly or monthly reports. Keeps you in control and helps spot trends in system performance.
3. Daily health checks spot small issues before they can become disasters in... event logs, file sizes, RAID issues, disks filling too quickly, Exchange® growing too large, failed antivirus updates, and incomplete backups.
4. Instant alerts by email or SMS advise you of problems — and provide solutions — before it escalates.
5. Bandwidth and performance management prevents bottlenecks and keeps your servers and network lightning fast.
6. Security patch management saves time and improves security with automatic installation of security patches.
7. Antivirus management prevents virus threats by configuring and updating virus protection on all servers and workstations.
8. Help integration with a range of PSA, help desk, ticketing and other systems.
9. Remote Access: Our 'take control' feature enables us to remotely access and maintain your servers and workstations.
10. Asset tracking manages details of your software and hardware assets in real-time.

FROM OUR CLIENTS:

"ICNS Managed Services is a life-saver for my business. Prior to signing up for this service, I absolutely dreaded going into work — and having to play multiple 'roles' as both owner and IT support. Now I actually ENJOY going to the office each day, confident my staff can be as productive as possible. No more complaining about slow computers, printers not working, or endless email issues. It's all taken care of. I can't thank you enough!"

■ National Embroidery and Transfer Service

"Tech support was starting to become a '4 letter word' at our office. We were constantly struggling with server hiccups and slow computers. Anyone in accounting knows you can't afford even a minute of down-time, especially after January 1. Thanks to ICNS' Managed Services program, we never have to worry about IT problems or support again. They keep our office in top shape — not just during tax season — but all year long."

■ Ricci and Corsillo

"Once on-site, the technicians were able to specifically identify the problem. The speedy response from ICNS was impressive and appreciated. It is reassuring to know that we (Forest City) can depend on ICNS for consistently great service, especially in times of emergencies."

■ Forest City Enterprises

Your 24-7 Remote IT Lifeline



MANAGED SERVICES

440-891-0465
www.icnsinc.com

877 West Bagley Rd., Berea, OH 44017



Your 24-7 Remote IT Lifeline

MANAGED SERVICES

THINK OF US AS YOUR
IN-HOUSE... INVISIBLE...
ROUND-THE-CLOCK...
IT MANAGEMENT TEAM.

24-7 Remote Monitoring and Maintenance of Your IT Systems for Real-Time Prevention and Seamless Repair of:

- Servers
- Networks
- Email Security and Continuity
- Websites
- Anti-Virus Applications
- Workstations

Call For A FREE, No-Obligation Consultation:

440-891-0465

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ICNS Manages and Monitors Your Servers, Network and Workstations 24-7...

AS IF WE WERE RIGHT IN YOUR BUILDING.



ICNS MANAGED SERVICES



From our state-of-the-art Remote Service Center, we monitor and manage the key elements of your system that typically cause the most problems, including:

- Antivirus updates
- Bandwidth usage
- Backup status
- Windows Services
- Office connectivity
- File sizes
- RAID health
- Website up-time
- Memory and processor loads
- Internet connectivity

Are Hidden IT System Problems Costing YOUR Business Time And Money?

Unless you have the time, expertise and manpower to continuously monitor your IT system, chances are it's not functioning at its peak. That means your IT system is actually **COSTING** you money in the form of things like wasted time, service calls and lost productivity. (Think how frustrated you get and how much time you waste when your computer is slow. Now multiply that throughout your company.)

And if a nasty glitch should cause your system to go down completely... **it can cost you really BIG.**

Costs like outrageous repair bills, lost time, reduced productivity and operational headaches are just the tip of the iceberg. System down-time can devastate your business with **LOST** sales ... **LOST** profits ... **LOST** reputation ... and ultimately even **LOST** customers that you've worked so hard to acquire. Here's the bottom line:

If You Aren't Actively Monitoring Your Entire IT System... You're Sitting On A Time Bomb.

You don't need to risk having IT problems bring down your business. The good news is that most IT problems are 100% preventable. The key is to identify potential problems ahead of time — when they are small and relatively easy to fix. And that requires constant surveillance and updating of your system... by highly skilled technicians... with sophisticated equipment.

Fortunately, there's a simple, affordable solution that provides all that ... and more. It's called ICNS Managed Services.

On-Site — But Out Of Sight. Save Money And Focus On What You Do Best.

ICNS specializes in helping small to medium sized businesses like yours. We take care of everything so you can focus on your business instead of IT issues. And we keep things affordable.

There's no hardware to buy or maintain. We can install our sophisticated monitoring software in just 10 minutes — without ever even having to physically enter your facility. If we ever detect a problem, we'll immediately alert you by email, SMS or dashboard. We'll identify the exact issue... and we'll fix it **FAST**... before it becomes a costly problem.

ICNS MANAGED SERVICES...

Your 24-7 Remote IT Lifeline.

Find out how **EASY** and **AFFORDABLE** it is to have our state-of-the-art Remote Service Center guard the lifeblood of your business with:

- ◆ 24-7... 365 support
- ◆ Remote troubleshooting and support for servers and workstations
- ◆ Web-based "dashboard" access
- ◆ Instant email notifications
- ◆ Continuous fault and performance monitoring
- ◆ Critical update management
- ◆ Ticketing, notification and escalation system for customized engineering support
- ◆ Coordination with associated OEMs
- ◆ Root cause analysis
- ◆ MACD Support (Moves, Adds, Changes, Deletions)
- ◆ Quality assurance reporting

Call today to discover how having ICNS manage your IT system can not only save you money... it can give you peace of mind, and help your business grow.

Call For A **FREE**, No-Obligation Consultation:

440-891-0465