



COULD YOUR BUSINESS USE AN IT PRO?

WE CAN HELP

Using an Anderson Morgan IT Pro service is just like having your own IT professional at call.

Choose from four options designed to suit real world businesses at different levels.

+ IT Pro Lite

Basic proactive network monitoring including a guaranteed service level.

+ IT Pro Junior

Proactive network management design to keep your essentials up and running on a budget including telephone support.

+ IT Pro Advanced

This product enhances the IT Pro Junior for when costs are still an issue, but you need more flexibility.

+ IT Pro Total

The complete outsourced managed network service giving you total peace of mind that your systems are fully monitored and managed.

	IT Pro Lite	IT Pro Junior	IT Pro Advanced	IT Pro Total
PC Inventory / Computer Audit	✓	✓	✓	✓
Network Monitoring / Alerts	✓	✓	✓	✓
Windows Event Monitoring / Alerts	✓	✓	✓	✓
Integrated Reports	✓	✓	✓	✓
Guaranteed Service Level Agreement	✓	✓	✓	✓
Access to online call management facility	✓	✓	✓	✓
Telephone Support		✓	✓	✓
Quarterly technology update/review		✓	✓	✓
Patch Management		✓	✓	✓
PC Remote Control / Remote Support			✓	✓
Software Update Management			✓	✓
Unlimited onsite support				✓

PC INVENTORY / COMPUTER AUDIT

Complete computer inventory and software inventory. Fully automated and always up-to-date.

NETWORK MONITORING / ALERTS

Monitoring of hardware changes, software changes, policy violations, low disk space, unapproved network access, new devices on the LAN, etc.

WINDOWS EVENT MONITORING / ALERTS

Remotely monitor Windows system event log, application event log and security event log with user defined alerts.

INTEGRATED REPORTS

Comprehensive integrated management and operational reports. Customizable, always available.

GUARANTEED SERVICE LEVEL AGREEMENT

2 hours (servers) and 4 hours (desktops) response time!

PATCH MANAGEMENT

Fully automated security patch scans, patch deployment and reporting.

QUARTERLY TECHNOLOGY UPDATE REVIEW

Proactive monitoring and efficient issue resolution is only ½ the story, let us help guide you on how to take advantage of constantly changing technological advances and align them with your business goals and strategic direction.

ACCESS TO ONLINE CALL MANAGEMENT FACILITY

Your staff will be able to lodge requests for assistance and monitor the status of these requests online, with email updates.

PC REMOTE CONTROL / REMOTE SUPPORT

We can securely access your computer from anywhere, allowing us to provide you with quick and efficient support.

SOFTWARE UPDATE MANAGEMENT

Software updates to business critical applications will be scheduled and installed as when required.

UNLIMITED ONSITE SUPPORT

To maintain infrastructure at current level.