

TM | MANAGE Focus on Your Core Business

Free up your time and resources for your own business priorities instead of being distracted by IT. Tech-MAR has deep expertise in a broad range of technologies and a core competence in maintaining high availability of IT.

Is Information Technology Your Core Business?

No, probably not. As you manage your business, you invest in IT to increase your operational ROI. Trouble can arise, however, when you or your team are distracted from your core business initiatives because of IT issues. Maybe IT support and management are being performed by employees who have multiple duties, which can impact both their ability to deliver in other areas, as well as the overall quality of IT support.

Contracting Tech-MAR to take care of your IT means you can focus all of your resources on your primary business operations, maximize revenue, and be more efficient.

Tech-MAR can provide affordable, best practices monitoring and management of all your IT assets, including systems, software, network, mobile devices and virtual resources. We'll also be informed with automated alerting of any event that may affect the normal operation of your technology systems.

When there is a problem, we can accurately diagnose and resolve most issues through rapid remote remediation that takes much less time than onsite visits, saving you the often considerable costs of downtime.

With all the IT health and performance data that 24 X 7 monitoring captures, we are better positioned to help you optimize configurations, manage system and software versioning, and eliminate costly and obsolete equipment.

Benefits of TM | MANAGE

- ✓ Increased uptime
- ✓ Increased performance
- ✓ Predictable IT costs
- ✓ Increase staff productivity
- ✓ Reduce labor costs
- ✓ Reduce exposure to security risks
- ✓ Focus on your business
- ✓ Access to a wealth of IT knowledge
- ✓ Extend life of existing equipment
- ✓ Adds measurable business value

TM | MANAGE Solution Overview

Our TM | MANAGE Solution features all of the following managed services for your organization included in a fixed monthly rate:

- Remote Monitoring and alerting
- Asset Management and Inventory
- Asset Licensing Compliance Management
- Preventive/Reactive maintenance
- Security and Application Patch Management
- Endpoint Security
 - Antivirus
 - Web Protection
 - Antispam
 - Content Filtering
- Email Security
 - Content and Compliance Filtering
 - Compliance Archiving
 - Antivirus/Antispam
 - Continuity/Disaster Recovery
- Mobile Device Management
- Online Backup (100GB included)
- Support
 - Unlimited Remote Helpdesk Support
 - Online Support System
 - Onsite Proactive Service Schedule
 - Monthly Support Reports and Metrics analysis
- Network Administration
 - Proactive Technology Management
 - Best Practices Deployment/Audit
 - Monthly Execution/Risk Reports
 - Dedicated Administrator
- Virtual CIO
 - Policy/Procedure Development
 - Strategy/Business Impact
 - Budget Assistance/Preparation
 - Design/Development assistance
 - Quarterly Executive Summary
 - Onsite Business Reviews
 - Onsite Annual Overview

The Advantages of Tech-MAR Expertise

Tech-MAR delivers best practices monitoring and management of all your IT assets with the use of hundreds of available daily, hourly or even 5 minute TM policies. TM policies are sets of monitoring and alerting rules that are designed to provide Tech-MAR with proactive notification of potential issues. TM policies help ensure that everything in your IT environment is being effectively monitored and alerted on, and puts performance-related data at our fingertips. Detailed, accurate data also helps expedite diagnostics and resolution when IT issues do occur.

Deployment of the lightweight TM agent is as simple as a few clicks or can be automated for all your systems, and has no impact on your systems or operations once the full synchronization completes within the first few hours after installation.

- A regularly maintained IT environment means fewer failures, yielding higher productivity and savings on support costs for you.
- TM | MANAGE reduces your exposure to security risks and frustration from unstable IT resources. It allows you to focus on your core business functions by taking the worry out of maintaining your computer network.



The Do-IT-Yourself Scenario



1. An IT problem occurs.
2. You discover the problem.
3. Team member sets aside core business tasks and begins investigating and researching the problem.
4. Best case: Problem is diagnosed accurately and resolved promptly on first attempt.

Worst case: Problem requires multiple attempts at diagnosis and resolution; team member who attempts to fix the problem accidentally aggravates it; parts or external services must be ordered.

5. Problem is resolved.

RESULTS

- If the best case unfolds, one or more resources are taken off core business activities for partial or full duration of problem diagnosis and resolution, resulting in loss of productivity.
- If anything less than the best case unfolds, significantly more time is required to resolve the issue, resulting in more lost productivity on core business activities.
- In the worst case, additional, unplanned expenses are incurred, including the costs of downtime: reduced productivity and lost opportunities.



The Managed Services Scenario



1. Tech-MAR is alerted before or as the problem occurs because best practices 24 x 7 x 365 monitoring and alerting is in place.
2. Tech-MAR instantly and accurately diagnoses problem in the Service Center.
3. Tech-MAR conducts rapid remote remediation from the Service Center and resolves the problem, in many cases before you may even be aware there is an issue.

Tech-MAR gives you comprehensive reports every month and quarter to show work performed, identify issues, and support optimized IT budgeting.

RESULTS

- You get the right technology expert on the job from the start, with fast, reliable resolution
- Your team stays focused on core business activities
- Many issues are detected and resolved proactively before you even notice
- Downtime is significantly reduced or even eliminated, with no more costly surprises
- GET RESULTS WITH:



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