



+++ IT Services & Solutions FOR GROWING BUSINESS

Providing Visibility Into Your Network

As a small business owner, you spend most of your time managing your employees, servicing your customers, prospecting for new business and attending networking events, all worthwhile and important activities required to maintain and grow your business. But with such a hectic schedule, you are probably ignoring the life-blood of your business — your computer network.

How often have computer issues hijacked your day? Instead of focusing on your core business or revenue-generating activities, you were shackled to your office waiting for a computer technician to arrive. Not the best use of company resources, is it? You have probably thought, “There must be a better way.”

FunctionOne provides enterprise quality IT services, solutions and consulting to small and medium sized businesses at a price they can afford. Whether you work from home or manage three branch offices we can work with you to effectively plan, implement and maintain your business network. Through our **RemoteSolutions™** program we can provide the same quality service from San Francisco to Rome. With FunctionOne as your IT partner your days of waiting around are over!

With Our Basic Program, You Get:

- **Peace of Mind.** Leave the fire-fighting to us. Let us be your network watchdog, allowing you to focus on your core business and revenue-generating activities.
- **Increased Productivity.** Reduce the business impact of IT failure by shortening the mean time from network failure to issue resolution by allowing us to watch your network through our priority response guarantee.
- **Cost Savings.** 24x7 monitoring provides visibility into your network allowing us to immediately determine the root cause of any network issue, and reduce the task of issue diagnosis from hours

to mere minutes — resulting in substantial cost savings and downtime reduction.

- **Accountability & Transparency Into Your ISP.** We monitor your Internet connectivity and other hosted applications, and provide reporting around the delivery of those services — all designed to ensure you receive the guaranteed service level you’re paying for.
- **Access to a Wealth of IT Expertise & Experience.** Our staff has over 14 years of combined experience and we’re platform agnostic. We play equally well with Macintosh, Microsoft, Linux.

With our Premium Program, You Also Get:

- **A Safe & Secure Network.** Firewalls, antivirus, patch management and general security performance service monitoring ensures that your network’s integrity is an ongoing priority and that your security investment is working.
- **Network Infrastructure Monitoring.** We keep track of the details and composition of your network assets and hardware. This helps you make intelligent decisions about what needs to be upgraded, what is missing, what has appeared unexpectedly and what should be purchased based on your business planning and objectives.
- **Insight into Software Licensing.** Knowing what software and applications are running on your network is essential so that you can be notified if unsafe or unsanctioned software is installed on any of your computers. We can track how many licenses of your legally-purchased software you are running, and help you avoid fines that could result through violation of your license agreements.



Basic Program Features:

- **24x7 Monitoring** ensures the critical devices and applications that comprise your small business network are up and running
- **Employee Workstation Performance Monitoring** improves productivity by ensuring employee workstations are running optimally
- **Backup System Monitoring** ensures the backup of important business and client data occurs as scheduled, protecting it from loss or damage.
- **Internet Connectivity and Hosted Application Assessment** gives you peace-of-mind that your ISP or ASP is delivering and meeting its stated availability guarantees.
- **Comprehensive Quarterly Reporting** provides insight into the health and status of your critical network and desktop devices.
- **Guaranteed Priority Response** gives you priority service over non-contractual customers when issues are identified.
- **Discounted Service Rates and Support Pool Hours** for high-response remote or on-site support.

Premium Program Features:

For extra network protection, you can augment our **RemoteSolutions™ Basic Program** with our **Premium** service, which includes these additional features:

- **Firewall Availability Monitoring** allows detection of security events, hacker activity and verifies that your firewall is protecting you
- **Virus Protection Monitoring** ensures your antivirus programs are functioning properly and that virus updates are being received and installed.
- **Windows Patch Level Monitoring** ensures that all Windows servers and desktops in your network are continually updated with the latest security and performance patches and updates.
- **Application Compliance Monitoring** helps minimize network corruption due to unauthorized downloading or installing of applications by your employees that are outside your approved list of programs.
- **Asset Monitoring** provides visibility around the inventory of deployed assets that will help manage your IT asset portfolio.

RemoteSolutions™ Anywhere. Anytime.

We specialize in helping companies like yours plan, deploy and *maintain* your network with the **24/7** reliability you need to stay competitive. We can provide scheduled onsite (hourly or daily) or on-call support as needed, remote monitoring and management of your entire infrastructure from our central office (via our **RemoteServices™** platform) as well as work with you to strategize and forecast your IT needs on an ongoing basis.

You'll gain the benefit of an on-call helpdesk, experienced server/desktop managers and a 'CTO' partner to help continually ensure you're watching the big picture. All for an annual, or monthly, cost that will fall far below the expenses incurred for a full-time junior or mid-level technician and furthermore can be considered an operational expense.

Let us provide you with peace of mind as we monitor, maintain and support your network users and resources **anywhere in the world!**

Pricing

We offer flexible monthly support contracts or **Fixed-Rate** options that help you better budget your IT expenses. **Contact Us** to discuss the support service that best fits your needs and budget!

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