



IT Management Group Scheduled Services

Keep Your Information Technology Operating Smoothly

- Do you have all the technical expertise you need—when you need it—to keep your IT operation running smoothly?
- Does your network go down?
- Does your email system stop unexpectedly?
- Do users sometimes have trouble logging on?
- Are you at risk for computer viruses?
- Is your data securely backed-up?
- Are you paying more than needed to connect to your remote locations?
- Are you effectively managing hardware and software upgrades?
- Is there someone you can call when you need help?

ec link's Scheduled Services Put You in Control of Your Information Technology

- ec link gives you big-company capabilities on a small-company budget
- Experienced IT Managers provide the added guidance you need
- Experienced IT Professionals provide the added skills to complement your staff
- Keeps your IT up and running smoothly
- Regularly scheduled on-site staffing
- On-call Help Desk user support
- On-call Network Engineers
- Automated virus updates and data back-ups
- Remote network monitoring
- Planning, management, and support for hardware and software upgrades
- Quarterly reports on results and suggested improvements
- Long-term client relationships
- Proven methodology
- Microsoft Certified

Maintenance Checklist

Backups and Anti-virus: Note and resolve any issues

System Logs / Queues: Note and resolve any issues

- Windows (System, Application, Security) Logs
- Exchange Logs
- Exchange Delivery / Receipt Queues
- Server Disk Space
- Reboot Schedule
- Check Automatic Processing Schedule
- Check Outlook Task List for this Customer, Plan and Prioritize Action

Notify Customer of any items needing their attention / input / approval