

About

SupportWerks™ Premium Managed Services

How SupportWerks™ benefits your company

Spade partners with your small to medium sized New England business as your IT department extension through our premium managed service plan, SupportWerks™. Our SupportWerks™ team monitors and manages your computers, servers and networked systems, provides real time help desk support, and responds on demand to your technology needs twenty-four hours a day, seven days a week, all included under a set monthly fee.

We invite you to review our Silver, Gold, and Platinum service plans.

Please complete an online, qualifying form to see if SupportWerks™ Premium Managed Services is right for your business.

- Complimentary Technology Compass™ provides a complete IT system evaluation
- Set monthly fee
- 24/7 Emergency Response
- Proactively Manage your Computers, Servers and Networked Systems
- Reduced Computer, Server, and Network Downtime
- Increased Employee Productivity
- Reduced total cost of ownership on your technology investments

Server Management Prices Monthly Per Server	Silver \$299	Gold \$399	Platinum \$499
Installation & Configuration	\$595	\$595	\$595
24 x 7 Support			
Unlimited Phone Support	✓	✓	✓
Unlimited Remote Control Support	✓	✓	✓
Service Availability Monitoring	✓	✓	✓
Emergency After Hours Support (5pm to 8am M-F and Weekends)	✓	✓	✓
Unlimited On-Site Support	—	—	✓
Maintenance			
Microsoft Patch Management	✓	✓	✓
Event Log Monitoring	✓	✓	✓
Log File Maintenance	✓	✓	✓
Drive Space Monitoring	✓	✓	✓
Printer Setting Management	✓	✓	✓
Quarterly On-Site Maintenance	—	✓	✓
Security			
User Account Administration	✓	✓	✓
File Sharing Permission Administration	✓	✓	✓
Security Administration	✓	✓	✓
Virus Definition & Prevention	✓	✓	✓
Applications			
Microsoft Exchange Maintenance & Administration	✓	✓	✓
Backup Monitoring and Administration	✓	✓	✓
Major Database / Critical Application	—	✓	✓

INSTALLATION & CONFIGURATION

The SupportWerks™ system will be installed and configured within your company's network infrastructure to allow SupportWerks™ to proactively manage and monitor server activity to ensure constant uptime.

24/7 SUPPORT

Unlimited Phone Support

Our SupportWerks™ Technicians are available to help you by phone on our toll free service line. SupportWerks™ can help walk you through common server problems such as network connectivity, email retrieval and file access. If the identified problem cannot be resolved over the phone, the technician will arrange for on-site support.

Unlimited Remote Control Support

Remote Control Support allows your SupportWerks™ Technician to view your server and work with you to resolve the server problem.

Service Availability Monitoring

SupportWerks™ will monitor your vital server systems such as email, databases, web sites, anti-virus, event logs, hardware performance, and Internet connectivity to ensure that your business has the necessary systems to run smoothly. Constant hardware and software test checks are designed to continuously monitor your system and catch system flaws before they become an interruption in your business activity.

Emergency After Hours Support

SupportWerks™ will respond to server problems after your normal business hours and on weekends (Monday – Friday 5:00 pm – 8:00 am, Saturday and Sunday 24 hours). Emergency support is available via phone, remote or onsite to ensure that your business remains productive 24/7.

Unlimited On-Site Support

SupportWerks™ will arrange for a technician to resolve your server problem on-site at your office location. Silver and Gold subscribers may receive this service billed at an hourly rate.

MAINTENANCE

Microsoft Patch Management

Microsoft software patches are routine security and stability software upgrades provided by Microsoft to solve discovered software security issues. These patches are designed as intermediate solutions until the next software release. SupportWerks™ will install and manage Microsoft patches to keep your software secure and stable protecting your computers from downtime or lost data.

Event Log Monitoring

SupportWerks™ will proactively monitor your event logs to ensure that warnings and signs of trouble are handled prior to them affecting your network health. Through advanced web based monitoring tools SupportWerks™ technicians will be alerted to immediately address critical issues 24/7.

Log File Maintenance

Log files catalog every request made to a particular server. SupportWerks™ will determine the correct log maintenance schedule for your servers to reduce storage requirements, increase server performance and reduce the risk of downtime.

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Drive Space Monitoring

Drives that are close to space capacity are at risk for crashing and losing files. SupportWerks™ will monitor your drive space and notify you to remove files or add additional storage to safely maintain your important company data before it causes any system downtime.

Printer Setting Management

SupportWerks™ will manage your network print services, server print queues, printer access restrictions, automated printer set up, and printer alert monitoring.

Quarterly On-Site Maintenance

SupportWerks™ will perform quarterly on-site maintenance operations on your servers.

SECURITY

User Account Administration

SupportWerks™ will help you add or remove users from your network resources.

File Sharing Permission and Administration

SupportWerks™ will develop the most effective file structure for your organization to allow users appropriate accessibility and ease of use. Sensitive files will be protected by login password access restrictions.

Security Administration

SupportWerks™ will work with you to ensure that stored data is protected by login password access restrictions and from system hackers by installing firewalls, intrusion prevention, and conducting quarterly scheduled penetration testing.

Virus Definition & Prevention

Viruses can bring your business to a screeching halt and damage critical data. SupportWerks™ will monitor and manage your company's server security, antivirus software, firewall, and VPN (virtual private network) and install security programs to protect your information and systems.

APPLICATIONS

Microsoft Exchange Monitoring

If your business uses MS Exchange for your company email system, SupportWerks™ automated monitoring will ensure the system stays running.

Data Backup Monitoring

Losing computer files results in lost information and lost work time. SupportWerks™ will monitor your data backup systems to ensure that information is stored safely.

Major Databases/Critical Application

Microsoft SQL databases, CRM applications, and billing systems can be the most critical components of any business. SupportWerks™ will monitor your major databases or critical applications to ensure optimal performance and system uptime.