



## SecantCare Network Support (SCNS)

Your organization has become increasingly dependent on computers, servers and networks. There is nothing more important than having reliable access to your critical data and maintaining peak network performance. SecantCare Network Support provides long-term network stability through a regularly scheduled proactive support curriculum designed to prevent mission critical failures and to plan for your success.

### SecantCare Network Support Program Features:

- Regularly scheduled on-site visits by a dedicated Secant Engineer
- Comprehensive proactive support curriculum tailored to your network
- Remote monitoring of critical hardware components
- Documentation and maintenance of hardware components to established standards
- Periodic status meeting with your assigned Project Manager
- Annual technology planning review with a Senior Engineer
- Priority response for reactive support from Secant's deep engineering bench, billed monthly
- Fixed monthly fee for proactive support
- Preferred pricing on additional Secant professional services

### How does this benefit you?

- Increased network performance and availability of critical data
- Decreased network failures and downtime
- Ability to plan and budget for your long-term network support needs
- Access to a broad range of Secant Engineers capable of solving your technical support issues
- Reduced stress on your organization and technical support resources
- Extended network administrator support at reduced costs

**Contact your Secant Network Consultant and let us show you how our SecantCare can improve the health of your technology.**

