



## SecantCare Partnership

### **An Integrated Approach**

With a series of building blocks, Secant partners with your organization to provide annual budget planning, high level monitoring, expert technical support, and SecantCare Support Center to manage the flow of support requests...all at very affordable rates.

By wrapping it all together, you get a complete solution to care for your technology at a lower price.

### **NetStats - Network Monitoring Features**

- 5-day-a-week monitoring of network and server functions
- Awareness of abnormal network performance
- Measurement and trending of key network performance characteristics
- Targeted response to issues, minimizing diagnostic time
- Response time measured in minutes rather than hours or days
- NetStats Portal for private, yet easy, access to performance information
- SecantCare Support Center, a web-based tool for managing flow of support requests

### **NetPro – Proactive Scheduled Support**

- Full-time network administrator support at a “part time” price
- Regularly scheduled proactive support performed by a dedicated Secant Engineer
- Preferred pricing on additional Secant professional services
- Annual technology planning review with a Senior Engineer
- Priority response for all support needs from Secant’s deep engineering bench

### **NetAdmin - Server Administration**

- 5-day-a-week maintenance of Novell and Microsoft servers by certified engineers
- Daily review of event logs, backup logs and virus signatures
- Regular update of user profiles, passwords and services
- Application of minor patches and updates for improved operation

