



SecantCare Remote Management (SCRM)

Business processes are increasingly dependent on data networks. Productivity is directly related to the reliability and speed of your network infrastructure. Secant is constantly being challenged to find better ways to assist our clients in supporting their technology. SecantCareRM is a new approach to network management and utilizes tools that have previously only been available to large enterprise organizations. SecantCareRM provides remote monitoring and administration of your network in a cost effective program that will provide the following benefits:

- Create awareness about network health and reliability
- Improve network health and reliability through constant attention
- Reduce stress on your internal resources to maintain technology
- Provide quality network administration by certified staff
- Reduced support time due to improved targeting of problem location
- Increase staff productivity through rapid remote remediation of issues
- Reduction of staff duties for routine network administration
- Track computer assets through continuous automatic network updates
- Improved technology planning and decision making with usage reports
- Lower the overall cost to support your technology

SecantCareRM Features:

SecantCareRM is delivered as a hosted service by certified staff from our office via a secure internet connection, allowing Secant to monitor and administer all of your devices, even down to an individual workstation. Components of this program include:

- 24/7 monitoring of network devices
- Daily review of virus signatures, backups, event logs, print queues, etc.
- Daily updates of user services, permissions, email boxes, etc.
- Monitoring and update of server versions and patches
- Escalation path for resolution of network issues
- Business hours administration of servers
- Notification and remote remediation of critical network issues
- Continuously maintained network map
- Client web access to review critical network device performance
- Monthly review of your network performance with Secant staff

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

