

## Manage your entire IT Infrastructure

IT Support Office Manager is our complete pro-active/re-active support solution managing your IT infrastructure 24/7

### Who is it for?

If your company is dependent on its IT infrastructure round the clock you do not want to take the risk of downtime. The Five Rivers IT Support Office Manager service has been specifically designed to proactively manage the IT infrastructure of a business 24x7.

With remote monitoring and configurable add-on services it covers all the essential infrastructure of a modern IT network including PCs, servers and routers.

### Why do I need it?

Any business that depends on its IT infrastructure for essential business processes needs to consider how it would cope if there was a fault somewhere in the network. How would you identify and fix it to minimise downtime? Have you got the right skills and experience to carry out the job?

The Five Rivers IT Support Office Manager service can take care of all this for you.

With a dedicated account manager the integral 24x7 remote monitoring enables us to identify and fix many problems before they inconvenience your business. With unlimited support and additional management and audit options it can be designed around your precise support needs saving you time and money.

“Highly flexible support that can be tailored to meet exact needs”

Dr P Morgan - SP Specialist

## What is covered?

The Five Rivers IT Support Office Manager service delivers a reactive and cost-effective solution and has 3 levels all of which offer a dedicated account manager:

- ❖ **Standard** - manages your IT infrastructure within a set and affordable budget. Includes 24x7 remote server monitoring, unlimited support and patch and upgrade support
- ❖ **Premium** – all the benefits of Standard plus security audit and management, network and backup management, DR plan and monthly management reports
- ❖ **Pro** – all the benefits of Premium plus 24x7 support, scheduled onsite visits and 3rd party management



### Server Support

Server Hardware Incident Diagnosis & Resolution	Remote OS Re-Installation & Configuration
Remote Application Installation & Configuration	Patch Release Installation & Support
Remote Application Incident Diagnosis & Resolution	Remote OS Incident Diagnosis & Resolution
Data Back-up Software Installation	Data Back-up Software Management

### Server Software Supported

Microsoft Exchange Administration	Microsoft SQL Server Administration
Microsoft Exchange Server 2003, 2007 – Standard & Enterprise	Microsoft Shared Fax Service
Microsoft Office Outlook 2003 & 2007	Microsoft Windows SharePoint Services 2.0
Remote Web Workplace	Microsoft Internet Security & Acceleration Server 2004
Microsoft IIS Support	IIS Server
Microsoft Office FrontPage 2003	ISA Server 2000 / 2004
Windows Remote Access Admin	SQL 2000 - Standard & Enterprise
Terminal Services	

### Desktop Support

PC Hardware Incident Diagnosis	Remote OS Re-Installation & Configuration
OS Re-Installation & Configuration	Patch Release Installation & Support
Virus & Spyware Troubleshooting	Remote OS Incident Diagnosis & Resolution
Remote Application Incident Diagnosis & Resolution	

### Desktop Software Supported

Microsoft Office Outlook 2003	Microsoft Windows Vista – Business & Ultimate
Windows Remote Access	Microsoft Office FrontPage 2003
Microsoft Office 2003, 2007	Adobe Reader
Macromedia FlashPlayer	

### Desktop OS Supported

MS Windows XP, inc. Professional	Windows Vista, inc. Business
Windows 7	Windows 2000, inc. Professional
Windows 98	Windows NT

Features	Standard Support	Premium Support	Pro Support
Unlimited Service Desk Support 9/6	✓	✓	✓
Unlimited Service Desk Support 24/7			✓
Service Legal Agreement (SLA)*	✓	✓	✓
Network Management & Support	✓	✓	✓
Back-up & Administration		✓	✓
Patch & Upgrade Support	✓	✓	✓
Asset Management			✓
Email Support	✓	✓	✓
Email Managment		✓	✓
Unlimited Remote Management of PC's		✓	✓
Microsoft Exchange Server Management			✓
3rd Party Software Administration*			✓
ISP Management			✓
Security Managment		✓	✓
Onsite Hardware & Software Support*	✓	✓	✓
Scheduled Onsite Visits*			✓
Service Reporting Suite*		✓	✓
Disastor Recovery Plan		✓	✓
Site Survey			✓
Offsite Data Back-up Solution*	✓	✓	✓

NOTE \* Service can be provided at an additional cost