Complete Care Program SMB

FOR YOUR
BUSINESS

Complete Protection for Today's Agile Business

WESCO *Net's* Complete Care Program for SMB's is a unique end-to-end technology management solution that forever frees you from the technology hassles and bottlenecks that so often encumber the agile business.

By layering our renown ISO 17799 compliant managed services portfolio with personalized policies and targeted planning sessions, WESCO *Net's* Complete Care is the only solution truly able to realize maximum ROI from your technology investments enabling you to reach further than ever before.

The Complete Care Program for SMBs features:

- Ongoing end-to-end technology management and monitoring of all network devices
- Annual technology planning sessions develop a roadmap for the future and ensure maximum ROI on technology investments
- End-to-end network security and data protection
- Secure remote office access
- And much more...

"I'm more competitive than ever because I am not distracted by my technology… I'm leveraging it as never before."

WESCO Net
MAKING NETWORKS WORK

866-458-1174
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Complete Care

COMPLETE CARE PROGRAM FOR SMBs FEATURE:

- 24X7 monitoring from our SAS 70 certified US-based NOCs of multiple Windows servers and an unlimited number of network devices at multiple office locations

- Full On-Demand Reporting for all devices

- Real-time event monitoring and alerting

- Weekly and On-Demand Security Baseline Report

- Daily Backup System Monitoring and Reporting

- Patch Management and Reporting for all Server and Workstations, 24-hour response time on all critical security patches

    - Ensures compliance with NCUA Letter 03-CU-14

- Continuous monitoring, remote management and performance trending ensure high availability of critical systems

    - ISO 17799 standards compliance

- Improved network security with global password policy enforcement

- Continuous server auditing

- Quarterly external vulnerability assessment

- Internal vulnerability assessment every 18 months

- Full software and hardware asset management with on-demand reporting

- Up to 4-hours/month break fix technical support included for support not covered by Complete Care agreement

- Unlimited Group and User Management

- Quarterly Backup and Restore Testing

- Annual Business Review/Planning Session

- 180 Day archival of all systems information stored securely at WESCO *Net* SAS 70 certified Data Centers

- License management and annual maintenance renewals for firewall, email security appliance and SSL VPN appliance included

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