

## Managed IT Services Server Support

retroEYE

### Evaluating Your Environment

RetroFit provides an array of essential server management services for on premise, cloud, or hybrid environments. We help you maximize your server and application uptime to keep productivity levels high. We also minimize the daily hassles involved with managing technology.

With two offerings to choose from – Essential and Professional – you select the option that meets your needs. The offerings range from basic remote monitoring to fully managed IT services, including Help Desk, onsite support and hardware maintenance. Consider the following advantages:

- Technology Platform – RetroFit’s platform provides a completely secure environment for monitoring and managing servers, network devices and applications.
- Server Monitoring Policies – Automated processes and a self-check routine determine what ports, services and processes are running and appropriate monitoring policies are then applied.
- Notification & Problem Analysis – RetroFit’s NOC is notified when alerts occur and our engineers analyze the incident, document the steps for resolution in our ITIL-based ticketing system and, depending on Service Offering, may also resolve the issue.
- Trending/Analytical Reporting – monthly Systems Availability and Performance Reports.
- Preventive Maintenance Services – RetroFit’s Server Managed Services includes White and Blacklisting Microsoft OS security patches, scheduled deployments of selected patches and reporting on patch status by server.
- Anti-Virus Protection – Scheduled checks are run to ensure anti-virus programs are installed, and signature files are updated, on servers. Reports are generated, and regularly reviewed by the NOC staff, to ensure all managed servers are in compliance with the chosen anti-virus software.
- Asset Tracking – All hardware and software installed on each of your servers is comprehensively tracked by retroEYE agent.

**RetroFit has a NOC, staffed with highly specialized Managed Services experts!**

## Benefits

- Preventative approach and quick response – Reduce IT downtime and security issues by more than 70% via proactive management.
- Access to top notch expertise – Your IT infrastructure is supported by a team of highly specialized and experienced engineers working from our Network Operations Center (NOC). When a server generates an alert, our engineer analyzes the alert to prevent a potential problem from becoming a critical one.
- Predictable IT costs – A predictable monthly service cost that can be budgeted with no surprises. Eliminates the need to build costly in-house expertise on IT infrastructure and security technology. Provides economies of scale that let small and medium businesses get Fortune 500 class IT management and support at an affordable cost.

**RetroFit minimizes the daily hassles involved with using and managing technology... so you can get on with your business!**

Services	Server Essential	Server Professional
	Monitoring	Monitoring and Management
24 x 7 remote monitoring	✓	✓
Server availability and performance monitoring	✓	✓
Basic response time monitoring	✓	✓
Server health check & analysis of key trends	✓	✓
Event log monitoring	✓	✓
Anti-Virus: Application and Definition Files Status	✓	✓
Monthly Scheduled Performance Reports	✓	✓
Full Remote IT Management		✓
Patch assessment & management		✓
Log maintenance (SQL & Exchange)		✓
Server performance tuning		✓
<b>Vendor Management</b>		Optional
<b>retroCARE Onsite Support</b> While retroEYE® resolves many issues remotely, any hardware failures that cannot be repaired remotely (i.e. replacement of hard drive, motherboard, etc.) will be repaired at your site. Consider the following features: <ul style="list-style-type: none"> <li>▪ All parts and labor are included</li> <li>▪ Varied Response Level Options to fit your needs</li> <li>▪ Extended hours of coverage available</li> <li>▪ Web-based call placement</li> <li>▪ Warranty uplift service</li> <li>▪ Onsite spare parts availability</li> </ul>	Optional	Optional

Managed IT Service Offerings:

- retroEYE DESKTOP SUPPORT
- retroEYE SERVER SUPPORT
- retroCARE ONSITE SUPPORT
- retroBDR BACK-UP AND DISASTER RECOVERY

For additional information about RetroFit, visit our website at [www.retrofit.com](http://www.retrofit.com)

**ABOUT RETROFIT TECHNOLOGIES, INC.**

RetroFit Technologies was founded in 1983, with the goal of providing premier Technology Solutions. RetroFit has become a leading Managed Services Provider (MSP) specializing in Back-up and Disaster Recovery, Onsite Support and Maintenance, as well as Hardware Procurement

Retrofit is the only vendor who, has since 1994 been awarded continuously the major technology contracts for the Commonwealth of Massachusetts.



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