![ProActive IT — GBS — America's Productivity Partner]

Do These Issues Plague Your Business?

- **Neglected Network?** Is your network perceived as a "necessary evil" and not as integral to improving business performance?

- **Downtime Impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?

- **Distracted Employees?** Does your staff rely on other non-IT employees to deal with distracting IT problems?

- **Time-Consuming Server/Backup Checks?** Is it necessary for staff to routinely check your servers and backup systems on a daily basis?

- **Noncompliance and Security Risks?** Are you complying with regulations mandating data security and network integrity? Are you managing security risks and safeguarding data from fraud, theft and misuse?

Program Advantages:

- **Increased Productivity:** Continuous insight into your network lets us reduce the business impact of IT failure by shortening the time from network failure to issue resolution.

- **Reduced Business Impact from IT Failures:** Combining preventative maintenance and remote monitoring means we minimize failures that could impact your business. Your network behaves in a stable and reliable manner.

- **Reduced Network Downtime Through Proactive Maintenance:** Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.

A True IT Partnership

An IT Partner. Not Provider

GBS understands why your critical business services are so important to your daily operations. This is why we spend so much time aligning our technology to support your initiatives. Building a program that relies on 24x7x365 automated network monitoring, coupled with an aggressive preventative maintenance component, ensures optimum uptime for your business.

ProActive IT Maintenance and Monitoring Schedule

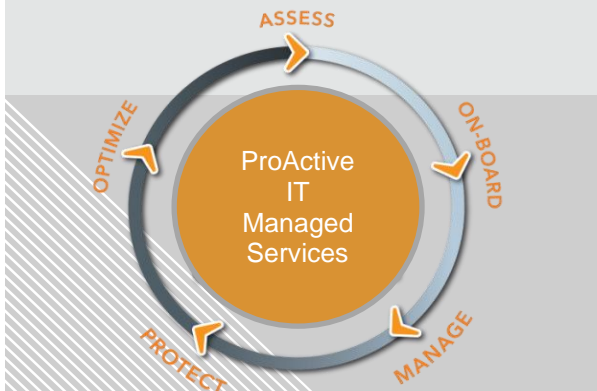| DAILY ACTIVITY	Anti-Virus Updates	Microsoft Patch Detection and Download	Patch installation	Preventative Maintenance	Email Encryption and Archiving	Weekly Performance Reports	Cloud Backup	Client Email Alerts	Hardware/ Software Asset Collection
SUNDAY	✓	✓			✓		✓	✓	✓
MONDAY	✓	✓			✓	✓	✓	✓	✓
TUESDAY	✓	✓	✓	✓	✓		✓	✓	✓
WEDNESDAY	✓	✓			✓		✓	✓	✓
THURSDAY	✓	✓			✓		✓	✓	✓
FRIDAY	✓	✓			✓		✓	✓	✓
SATURDAY	✓	✓	✓	✓	✓		✓	✓	✓

One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With our Down to Business Services solution, we can prevent many network failures from ever happening. By combining regular and comprehensive preventative maintenance and robust real-time monitoring of your critical network and desktop devices, we ensure the reliability and stability of your IT assets.

This solution is so effective that our customers see almost immediate results. A regularly maintained network means fewer failures, yielding higher productivity and savings on support costs for you. At the same time, your exposure to security risks is dramatically lessened, and frustration from unstable IT resources almost vanishes. We allow our customers to focus on their core business functions by taking the worry out of owning a computer network.

Program Features

- **24x7 Advanced Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally

- **Security Management** uses properly designed and implemented Anti-Virus and Anti-Spam solutions to keep your business protected

- **Active Device Discovery** catches rogue devices before they cause harm

- **Managed Antivirus** provides rock-solid malware protection

- **Mail Security** stops incoming email threats including malware attachments, phishing, ransomware and spam

- **Quarterly Network Health Review** dedicates time to review reports and issues that are important to the ongoing performance of your network; we translate technology into business terms for you

- **Failed Login Checks** and rules keep hackers from brute forcing their way into a system

- **NetPath** provides complete monitoring of network performance, from source to destination

- **Patch Management** identifies that all of your Windows servers and PCs have the most up-to-date Microsoft security and system patches as well as 3rd party software, helping to optimize performance and minimize security risk

- **Cloud Backup** makes sure all of your important data is being backed up and stored on secure, off-site servers

- **Web protection** safeguards users from visiting malicious websites

- **Scheduled Preventative Maintenance** ensures that your servers, PCs and other vital network devices function optimally; this improves reliability and security

ASSESS
OPTIMIZE
ON-BOARD

ProActive IT Managed Services

PROTECT
MANAGE

Stop Buying Downtime – Invest in Uptime

Call Today for a Custom Quote or More Information:

ProActive IT Support
ProActiveSupport@gbscorp.com
Phone: 1.800.860.4427
Ask to speak with someone from ProActive Support

Program Elements	Included and Optional Services
Server Monitoring	● 24x7 Automated Advanced Performance Monitoring ● Key Application Maintenance ● Microsoft and 3rd Party Patch Management ● Scheduled Preventative Maintenance
Workstation Monitoring	● Microsoft and 3rd Party Patch Management ● Scheduled Preventative Maintenance ● Availability Monitoring
Cloud Backup	● Backup Deployment and Configuration ● Backup Performance Monitoring ● Backup Software Updates ● Scheduled Backup Jobs
ProActive Reporting	● Weekly, Monthly and Quarterly Reports ● Quarterly Network Health Review
ProActive Anti-Virus and Security	● Firewall, Intrusion Detection and Web Filtering Options Available ● Anti-Spam Monitoring and Management ● Ransomware Protection
Email Encryption and Archiving	● Advanced Email Encryption Service ● Email Archiving
Device Monitoring	● Printers ● Network Devices
NetPath	●Network Monitoring, History and Reports ●Node and Hop Information ●Real-time Network Health Alerts