

Panurgy Total Support

Fixed cost network support solution

Panurgy's highly qualified, certified professionals deliver expert support at a fixed annual cost, saving you money and frustration.

Panurgy's Total Support program includes:

- 24 hour Remote Monitoring and Remediation
- Remote Server Monitoring
- Server Administration
- Performance Reporting
- End-User Help Desk
- Managed Firewall
- Guaranteed response times

Benefits of Panurgy Total Support Solutions:

- Annual Flat Rate allows for effective budgeting.
- Total Network Support, from certified experts.
- Maintenance and system checks are performed proactively.
- Dedicated security professionals monitor and manage your network security 24X7, from our Security Operations Center (SOC).
- Your in-house IT resources are available to pursue your company's strategic initiatives.

Total Network Support, at fixed affordable rates, providing a proactive approach to service.

When network support is critical, you need guaranteed priority service and fast remediation without worrying about exceeding your IT budget. Panurgy's highly qualified, certified professionals deliver expert support at a fixed annual cost, saving you money and frustration. Our Total Support program includes: Remote Server Monitoring, Remote Administration and Reporting, End User Help Desk, Unlimited On-site and Managed Firewall. Panurgy's PTS is available at reasonable annual rates which allows you to plan and budget—eliminating unplanned service expenses.

Services:

Remote Server Monitoring, Remote Administration and Reporting:

Our unlimited Remote Server Monitoring and Administration service can solve most network issues remotely within minutes rather than hours, saving you time and money. Our Remote administration service relieves your IT staff of the everyday burden of maintenance, updates and backup supervision, as well as, users and group account maintenance and e-mail mailbox creation and administration. Server print queue administration, file permission and policy management are all covered under this service as well.

End User Support:

Your end-users receive unlimited and immediate telephone and e-mail response to their workstation support needs, freeing up your IT staff to focus on your organizations strategic IT initiatives. Unlimited on-site end-user/workstation support is included as well as hardware repair labor. Support includes Windows Operating Systems issues, network/internet connectivity issues, printing issues and e-mail issues.

Managed Firewall:

Our turnkey outsourced managed firewall solution provides peace-of-mind in that your network and critical data is secure and being monitored 24/7. Our solution provides firewall equipment for the clients site, installation and configuration. Remote Monitoring and Administration of your firewall are included in our Total Support Service. Our fixed annual fee also includes the necessary equipment to establish a dedicated, full time secure VPN connection from our state-of-the-art Network Operations Center to your network.