



DCi OnSite Managed IT Service Plan

OnSite - A True IT Partnership

Stop Buying Downtime -
Invest in Uptime!



With DCi OnSite, DCi's Managed IT Service Plan, you can stop worrying about IT issues so you can focus on moving your business forward.

OUR EXPERIENCED STAFF WILL MONITOR AND MAINTAIN YOUR IT INFRASTRUCTURE IN A WAY THAT IS PREDICTABLE, PROACTIVE, AND MOST IMPORTANTLY - BUDGET FRIENDLY.

TOTAL NETWORK PEACE OF MIND

Your time is precious. You have more important issues to deal with than your computer network. It is, however, a critical enabler to your business and in need of attention to ensure it runs predictably, optimally and securely. Our fully managed program is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.

Total IT support and management for a fixed monthly price – it's that simple. We provide all of the benefits of an internal MIS department for a fraction of the price of staffing one yourself. We reduce the business impact of IT failures by minimizing their occurrence, and any unforeseen issues are dealt with as a top priority. All aspects of your network are covered: security, data protection applications and hardware.

When you outsource the management of your important IT resources to us, we look upon this as a partnership. Our comprehensive approach means we are your IT department. By optimizing your network's performance, it will work at the peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your network. Security, networking, data protection and user support - we handle it all for a single, predictable price.

DO THESE ISSUES PLAGUE YOU?

- **No Technology Plan?**
Does your organization lack a strategy for how technology can best serve you in the future?
- **IT Budget Crunch?**
Under pressure to reduce IT costs, increase value or maximize profitability?
- **Management Struggles?**
Need to find a more efficient way to manage your company's technology?

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 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.

SERVICE LEVEL AGREEMENTS

Diverse Concepts provides our customers with the option to add SLAs to their Managed Service Plan. This option allows our customers to choose an escalated service time at a nominal fee.

GOLD

A technician will be on site within 4 business hours.

SILVER

A technician will be on site by 3pm the next business day.

NO SLA

A technician will be on site within 3 business days.

The DCi OnSite Managed IT Service Plan includes:

- **24x7 Advanced Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- **Scheduled Preventative Maintenance** ensures that your servers, PCs and other vital network devices function optimally. This improves reliability and security.
- **Monthly 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.
- **Real Time Optimization** keeps your infrastructure optimized through our NOC enterprise-class technology. Critical issues are identified, reported, and resolved in real time.
- **Security and Backup Management** keeps your environment secure, protected and available through industry best-practices.
- **Unlimited Remote and Onsite Support** ensures the utmost in business stability and reliability. Your single monthly price covers all network, server and workstation support.

"Our mission is to provide unparalleled IT Services that surpass expectations, reduce overall costs, and dramatically enhance business performance. In short – We Do IT Right!"

ROY WHITE, PRESIDENT AND CEO



We take pride in our work and customer service!

We Do IT RIGHT!

MANAGED SERVERS

- 24x7 Advanced Performance Monitoring
- Server Configuration Management
- Key Application Maintenance
- Microsoft and 3rd Party Patch Management
- Real Time Server Optimization
- Scheduled Preventative Maintenance

MANAGED WORKSTATIONS

- 24x7 Advanced Performance Monitoring
- Server Configuration Management
- Key Application Maintenance
- Microsoft and 3rd Party Patch Management
- Real Time Server Optimization
- Scheduled Preventative Maintenance

MANAGED SUPPORT

- Monthly Network Health Review
- Unlimited Network, End-user and Network Support

MANAGED BACKUPS

- Backup Deployment and Configuration
- Backup Performance Monitoring
- Backup Software Updates
- Scheduled Backup Jobs
- Data Center Replication and Disaster Recovery Planning

MANAGED SECURITY

- Anti-Virus Monitoring and Management
- Anti-Spam Monitoring and Management
- Regular Vulnerability Scan and Report

MANAGED NETWORK

- Firewall Management and Maintenance
- Router and Switch Performance Monitoring

Upgrade. Improve. Advance. Refine.

Our technicians, using our proprietary suite of tools, are able to remotely monitor client networks, servers, and workstations for a wide variety of problems and indicators, allowing DCi to proactively address issues impacting our clients, thus mitigating risks to unscheduled, costly downtime!

DCi Diverse Concepts, Inc.
IT SERVICES



Contact us for a free consultation and quote.

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