



The Network Is Up.



NetManage Program

Our Eyes On Your Network

The NetManage Program ensures your network is reliable and running at peak performance. NetManage reduces costly downtime and improves business productivity through scheduled proactive system maintenance, availability monitoring and immediate remediation. Through our NetWatch monitoring system, we collect and analyze performance and event data. Our team will provide regular reports to show exactly how your systems are performing and potential downtime avoided through the NetManage program. NetManage will ensure your network systems have the highest uptime possible.

In most cases you'll never know there was a failure!

Fresno Networks' NetManage Program offers complete IT support through:

- **Network System Availability Monitoring**
Our technicians monitor the health and status of your mission critical systems.
- **Performance & Predictive Failure Monitoring**
Our NetWatch system enables our team to check the performance of your systems 24 hours a day. We then analyze this data to predict failures before they impact your business.
- **Scheduled Onsite Proactive Maintenance**
Regular maintenance is the key keeping any system at top performance. Our technicians will maintain your equipment to reduce future problems.
- **Remote Support & Diagnostics**
Through a secured Internet connection, we can access each network system remotely. This remote support allows us to offer immediate support services and diagnostics.

Why Choose Fresno Networks as Your Technology Support Partner?

Our Benefits:

- **Peace of Mind**
Let us take the worry away from your critical systems and allow you to focus on the success of your business.
- **Increased Business Productivity**
IT failures reduce your bottom line. We increase your productivity by shortening the mean time from failure to issue resolution.
- **Cost Savings**
Monitoring will allow us to immediately determine the root cause of any network issue, thereby reducing the timely task of problem diagnosis from hours to mere minutes. Such efficiency will ultimately result in an increased cost savings for your business.
- **Security & Certification**
We ensure that each of our staff members completes a thorough law enforcement background check. In addition, our technicians are Microsoft Certified.



Managed Technology Services



The Network Is Up.



NetManage Program

Our Eyes On Your Network

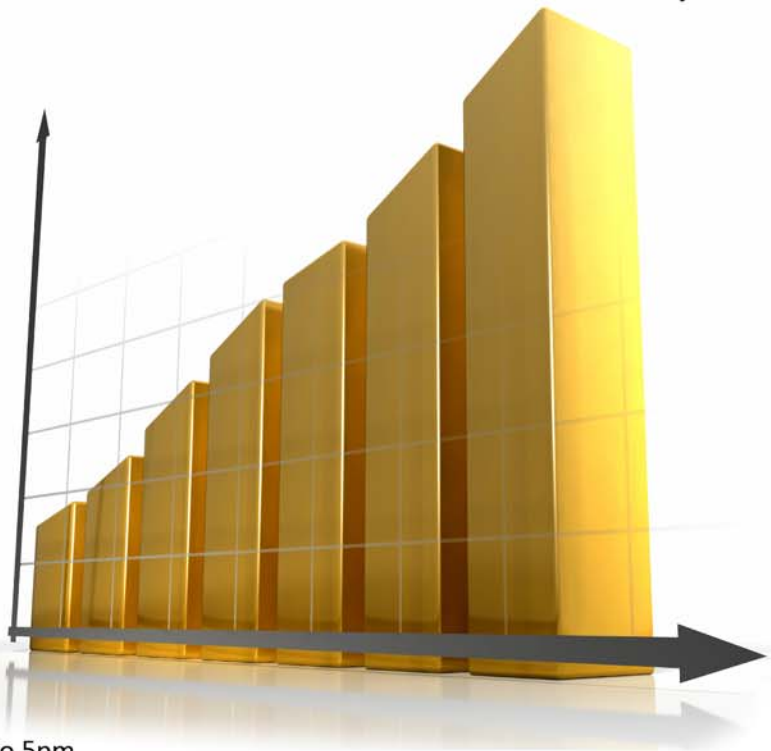
Name	Internet Access	Email	Customer Database	Network Login	Printers	Web Server	Anti-Virus	Anti-Spyware	Accounting Database	Backup Jobs	Time Clocks	Security Logs	System Warranty	Software Updates	CPU	Disk Space	Memory Usage	Application Compliance	System Change
SERVER																			

NetWatch Monitoring System

NetManage Program Includes:

- Block Rate Discounts
- Priority Response
- System Monitoring
- Onsite Backup Verification
- Data Restoration Testing
- Proactive Maintenance
- Anti-Virus Management
- Patch Management
- Network Audit / Inventory
- Monthly Comprehensive Reporting
- Vulnerability Scans
- UPS Management
- Procurement Assistance
- Vendor Management

Improve Network Performance
 Reduce Downtime Costs
 Increase Productivity



Optional Program Elements:

- Spam Filter Monitoring
- Data Assessment & Designs
- Remote Data Protection Service (RDPS)
- Documented Recovery Procedures
- Documented IT Policies
- Desktop Imaging

Service Delivery:

- Hours of Operation: Monday to Friday, 8am to 5pm
- After-Hours & Weekend Emergency Support
- Maximum Response Time: 2 hours During Hours of Operation

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