



# Server and Network Management

**Making sure every component of every one of your networks is operating perfectly is a full time job.**

## Trust Bleuwire™ to Manage Your Servers and Networks

Networks have a lot of moving parts - servers, storage, firewalls, routers, switches, load balancers, and more. Bleuwire™ takes responsibility for them all. We'll provision, secure and inventory your network equipment and systems, make sure all drivers and software are up to date, manage your licenses, integrate them with your existing equipment, and much more. No matter what kind of network architecture you have - from the simplest LAN to the broadest hybrid - Bleuwire™ is there to keep it running all the time.

### ▶ **Benefits**

#### ▶ **Slash the Costs of Technology**

Managed server and network services from Bleuwire™ lower or eliminate the capital costs of purchasing and provisioning server hardware, software and network resources. We'll also lower your ongoing operating costs of hiring IT experts to ensure everything's running at peak performance.

#### ▶ **Pick the Best Service Fit**

Bleuwire™ offers tiered service levels to ensure that you're engaging us to deliver exactly the level of services you need. Each level of service has its own tiered SLA.

- ✓ Accredited Managed Services Provider
- ✓ State-of-the-art Operations Center with Cutting Edge Technology
- ✓ 24x7x365 Remote Help Desk and On-site Support
- ✓ 24x7x365 Real-Time Network Monitoring
- ✓ Experienced, Certified Technicians and Engineers
- ✓ Dedicated Account Managers
- ✓ Predictable Monthly Cost, Scalable Level of Service
- ✓ Remote Resolution of Issues more than 90% of the Time
- ✓ Easy to Understand Graphical Reporting of Performance



▶ **Support You Can Count On**

Server and network support are available by phone or live remote control. Our support engineers remotely diagnose and resolve network issues more than 90% of the time. On-site support, at any hour, is there whenever it's needed.

▶ **Emergency and Response Time**

Bleuwire™ guarantees our response time to be within the time-frame outlined in your plan. Once we learn of an issue, we determine if the issue can be resolved remotely or if an on-site visit is necessary. Either way, our goal is to keep you up and running 24/7/365.

▶ **Be Certain of Peak Performance**

Bleuwire™ constantly monitors every functional network component: routers, firewalls, switches, IP-based phone systems, and more. We're just as vigilant with critical desktop events and mission critical applications, antivirus and software patch alerts.

▶ **Safety and Security Best Practices**

Bleuwire™ monitors and removes spyware, adware and viruses before they can cause damage. We audit patches, ports, passwords and firewalls. We manage all your assets, tracking your warranties and service contracts, and providing security updates and software installations.

**Services**

**Support**

Emergency and after hours

Onsite, offsite and remote

Preventative Maintenance

**Security**

24/7/365 security monitoring

Antivirus monitoring and updates

Authorization and authentication

**Monitoring**

Antivirus definitions alerts

Security

Upgrade alerts

**Maintenance**

Asset management and inventory

Dedicated Account Manager

Full reporting

Online trouble ticket management

**Powered by the Best in the Business**



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