



SOUNDNETWORKS

Documentation

## IT Support Packages

### Enterprise Package

Designed for expanding enterprises who need a higher level of support. Including all of the benefits of the Small Business package, occasionally there is still no substitute for a physical presence on site. Be that to physically just do a job for you, or maybe you would just prefer face to face time with one of our engineers.

We believe that direct person to person contact helps our relationship to grow and benefits both parties. You and your staff will be more likely to call for help once they have been able to put a name to a face and know who they are dealing with.

- Onsite support included via block hour packages.
- Realtime monitoring of essential services.
- Quick connection for remote control support (Included).
- Regular monitoring of backup jobs.
- Patch Management (Microsoft updates).
- System management and administration including new users and drive shares.
- Notifications of impending system saturation.