



SOUNDNETWORKS

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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. With the Enterprise package, we also offer more managed managed power units. This means that we are able to power cycle devices such as network switches, routers, firewalls and printers remotely. This could save an onsite visit or you having to find a device in your building which needs a restart.

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.
- 5 X Managed power devices for every 10 devices covered.

For further information, please call Sound Networks on 01225 701650.