

Background

The **COMM*Care* Services** is a customizable service offering designed to keep your company, up-to-date and prevent costly downtime. Our pro-active services will optimize the performance of your company's technology, enabling a better end user experience without a time and training commitment from your staff.



Networking Technologies

Security

Data Center

Server Technologies

Virtualization

Storage

IP Telephony

Technical Staffing

Service Offering

Technologies are ever changing and it is necessary for companies to stay current with technological best practices. Comm Solutions' "Best-in-Class" and certified engineers will help you decide what solutions are best for your company's technological needs and can guide you every step of the way. The **COMM*Care* Services** allow you to tailor fit our offerings to meet your business needs. These services are:

- ✓ **Convenient** – be at ease knowing you have a plan in place with pre-scheduled, recurring visits to service your infrastructure and avoid unnecessary problems, without the need of a service request
- ✓ **Customizable** – since every company is different, Comm Solutions' engineers work with you to determine the best services for your environment, while preventing issues that cost your company money and downtime
- ✓ **Current** – allow Comm Solutions' engineers to worry about keeping your company's technology current with the newest upgrades and updates, providing you peace of mind and without overwhelming you and your staff

Scheduled on either a monthly, quarterly, or bi-annual basis, **COMM*Care* Services** provide on-site assistance with updates and upgrades of your company's technology, as well as helping to mitigate any user impacting issues that your business may experience.

Select from the following list of items, choosing the services that are most beneficial to your company:

- ✓ Provide knowledge transfer to your staff on best practices, features, and design principles
- ✓ Maintain and review system health including memory, processor, and disk usage
- ✓ Monitor and audit systems, applications, and backup logs for issues, errors, updates, and current patch levels
- ✓ Evaluate your current system to determine when an upgrade is necessary to take advantage of new features
- ✓ Audit virus software for status, updates, infections, and remediation
- ✓ Troubleshoot errors, events and performance issues
- ✓ Insure database pruning and archiving is functioning as intended.
- ✓ Discuss and develop design alternatives and/or updates that are applicable to your environment
- ✓ Assist in developing procedures

Contact your Comm Solutions Account Executive today to schedule your

COMM*Care* Services engagement.

Technical Support: 610.889.7900