

# IRON BYTES SHIELD

## System Monitoring & Management

*To keep you up and going*

- Monitor system utilization (CPU utilization, Disk utilization, RAM details, Disk volume, Reboots, Hardware changes)
- Monitor status of critical processes and services
- Monitor system state of endpoints
- Provide alerts and generate tickets for system and service alarms to facilitate onsite and remote support
- Provide automated maintenance for endpoints such as windows updates and drive health
- Monitor Windows events and logs
- Provide a call ticketing portal for customers to place and track service requests
- Monitor and watchdog 24/7 health and stability of covered workstations and servers
- Monitored Anti-Virus
- Monitored online backup at \$0.40 per GB
- Remote technician access – to save time and money
- Onsite and remote support – regular rates may apply

PERSONAL	BUSINESS ESSENTIALS	BUSINESS PREMIUM
Monitoring agent Remote technician access Webroot anti-virus 24/7 emailed notification of alerts Automated maintenance  \$15 per month, per computer	Monitoring agent Remote technician access Webroot anti-virus 24/7 emailed notification of alerts Automatic ticket creation Customer portal  \$85 per month, per computer	All features of Essential Tier Monthly system report Patch management Software compliance monitoring Asset & software reporting Automated maintenance 1 hour of remote support  \$125 per month, per computer

Setup fees may apply

**Also available (additional costs apply)**

Remote and Onsite Support  
 Online backup  
 Discounts for blocks of labor

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