



## **PSIShield** *Powered by SolarWinds* IT Managed Service Support



### ***Responsive Proactive Technical Support You Can Trust***



PSIshield Managed Service Support Suite is an affordable total support solution designed specifically for small and medium organizations. The foundation of our PSIshiled Managed Support is our Remote Monitoring and Management System (RMMS). Our RMMS provides 24/7 real-time monitoring of your critical components and services on servers, desktop and network device and alerts our Network Support Center of any problems immediately allowing us to provide quick response before becoming a major problem and impact to your operation.

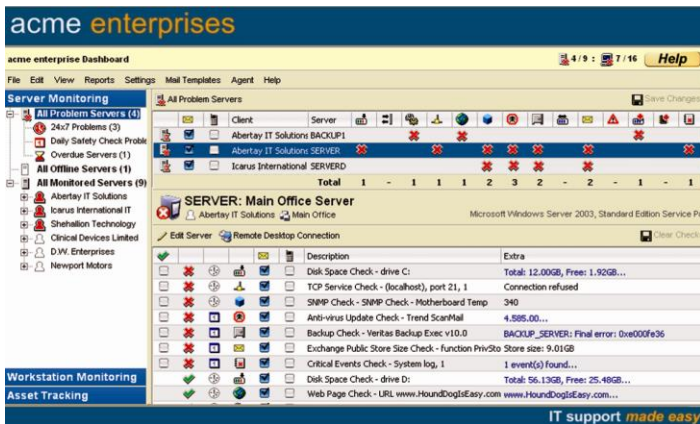
Using the RMMS Dashboard our Network Support Center staff will monitor your network systems for any items that require attention. Because every customer is unique and has different technical support needs, PSIshield's scalable model allows you to build a custom support solution that best fit your need at a cost that fits your budget. As your needs grow you can add services as needed.

### **PSIshield Support Plan Services Offer**

- Telephone and Remote Support.
- 24/7 Real-time Remote Monitoring of Critical Systems (Desktops, Servers and Devices)
- Rapid and Efficient Technical Support Deployment via RMMS.
- On-site support as needed.
- Network Systems Support
- Proactive support to minimize impact to your operation
- Web Filtering System
- Web Monitoring Security
- Anti-Virus / Anti-Spyware Protection
- Hosted Backup

PSIshield is optimized to provide proactive monitoring and maintenance of your systems ensuring the highest availability for them. Provides rapid and accurate remote and on-site support as needed.

## PSShield Monitors Your Workstations, Servers ✓ and Network 24/7



PSShield's monitoring and management will monitor your workstations, servers and network devices 24/7. Our Managed Support Center staff is immediately notified of any problems so that we can rapidly and proactively deploy technical support to resolve the problem.

Using our dashboard we can view the status of your workstations, servers and network devices. With our take control feature we can easily and quickly begin working on your problem and likely resolve the problem without requiring an onsite visit.

### Workstation Monitoring and Health Checks

PSI Workstation Monitoring means that you can rest assured that your PC's and laptops are in business-ready condition. Our proactive, preventative health checks test key components of the system each morning. We'll be able to spot problems – almost always before they cause user downtime – and can fix them fast so your employees can make the most of every day.

Proactive Workstation Health Checks perform the following:

- ✓ Checks that your antivirus is right up-to-date and keeping you safe.
- ✓ Check that your Windows® Services (the bedrock of your computer's operating system) are operating properly.
- ✓ Looks for unauthorized log in attempts and determines whether someone has been trying to hack into your systems.
- ✓ Checks to ensure you have adequate disk space remaining. Running out of disk space can cause your computer to crash and involves lengthy delays to repair the device.

## Server Monitoring and Checks

Remote Management remote Server Monitoring watches over key parts of the Server that can cause most hassle, and alerts our technical support to any issues so we can address them fast, before they become big problems causing costly downtime. By centralizing monitoring of all Servers on the Remote Management Dashboard, we get a holistic view on all IT equipment and quickly prioritize support needs.

Proactive Server Health Checks perform the following:

- ✓ Antivirus/Malware Software
- ✓ Server Backup
- ✓ Disk Space Consumption
- ✓ Unauthorized Logins
- ✓ Monitor Patch Management Status
- ✓ Exchange Server
- ✓ MS SQL,
- ✓ RAID disk subsystem
- ✓ Processor Health
- ✓ Memory Usage

And more.

### PSShield Add-on Services

PSShield is a scalable support platform designed to provide a total support solution for the small and medium network environment. Our add-on services are affordable and easily deployed as needed. Below is a list of these services:

- Web Filtering System
- Web Monitoring Security
- PSShield Anti-Virus/Anti-Spyware Protection
- PSShield Backup Cloud
- PSShield Asset Tracking and Management
- PSShield Client Portal

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