



*One Source.
All your IT needs.*

Proactive Assurance Overview

What is Proactive Assurance?

Proactive Assurance is a suite of “managed” service programs developed by Epic Technologies to help you maximize the use of your technology.

We call it a “managed” service because it is a Proactive, preventative program where we monitor and maintain your systems to prevent downtime. When issues arise, however, you have the Assurance of a guaranteed response time.

Proactive Assurance Capabilities

- Strategic Partnerships
 - ✓ Guaranteed response times to emergency and routine issues
 - ✓ Instant access to remote help desk support
 - ✓ Personalized service from knowledgeable experts
- Staff Extension or Augmentation
 - ✓ Block hour support plans
 - ✓ Unlimited remote and onsite support
- Proactive Management
 - ✓ Patch management
 - ✓ Monthly preventative maintenance based on best practices
- Proactive Monitoring
 - ✓ 24x7 systems monitoring
- Data Security / Availability
 - ✓ Onsite and offsite data backup management
 - ✓ Antivirus, anti-SPAM, and network vulnerability scans
- Planning / IT Management
 - ✓ IT Planning and Chief Technology Officer services
 - ✓ Asset and license management
 - ✓ Vendor Management

Proactive Assurance Flexibility

Proactive Assurance is offered in a series of four progressive plans that build upon each other as well as a series of supplemental services. These plans are:

- **Alert** – Block hours with network monitoring;
- **Prevent** – Preventative maintenance and patch management;
- **Manage** – Unlimited remote support and asset management
- **Partner** – IT management, budgeting, planning and vendor management

Key Benefits

- Guaranteed response times
- Significant decrease in downtime with remote Help Desk services
- Onsite support when you need it
- Increased productivity through better systems performance
- Budgetary control through more predictable IT costs
- 24x7 network monitoring to detect issues at their source
- Preventative maintenance to maximize uptime
- Increased security through active monitoring
- Regulatory compliance with plans, reports and best practices

**Be sure to ask
about our managed
hardware plans!**



**PC, Server, and LAN
starting at \$35 per user**



SALES: 866.525.3742
E-MAIL: SALES@EPICTN.COM
WEB: WWW.EPICTN.COM