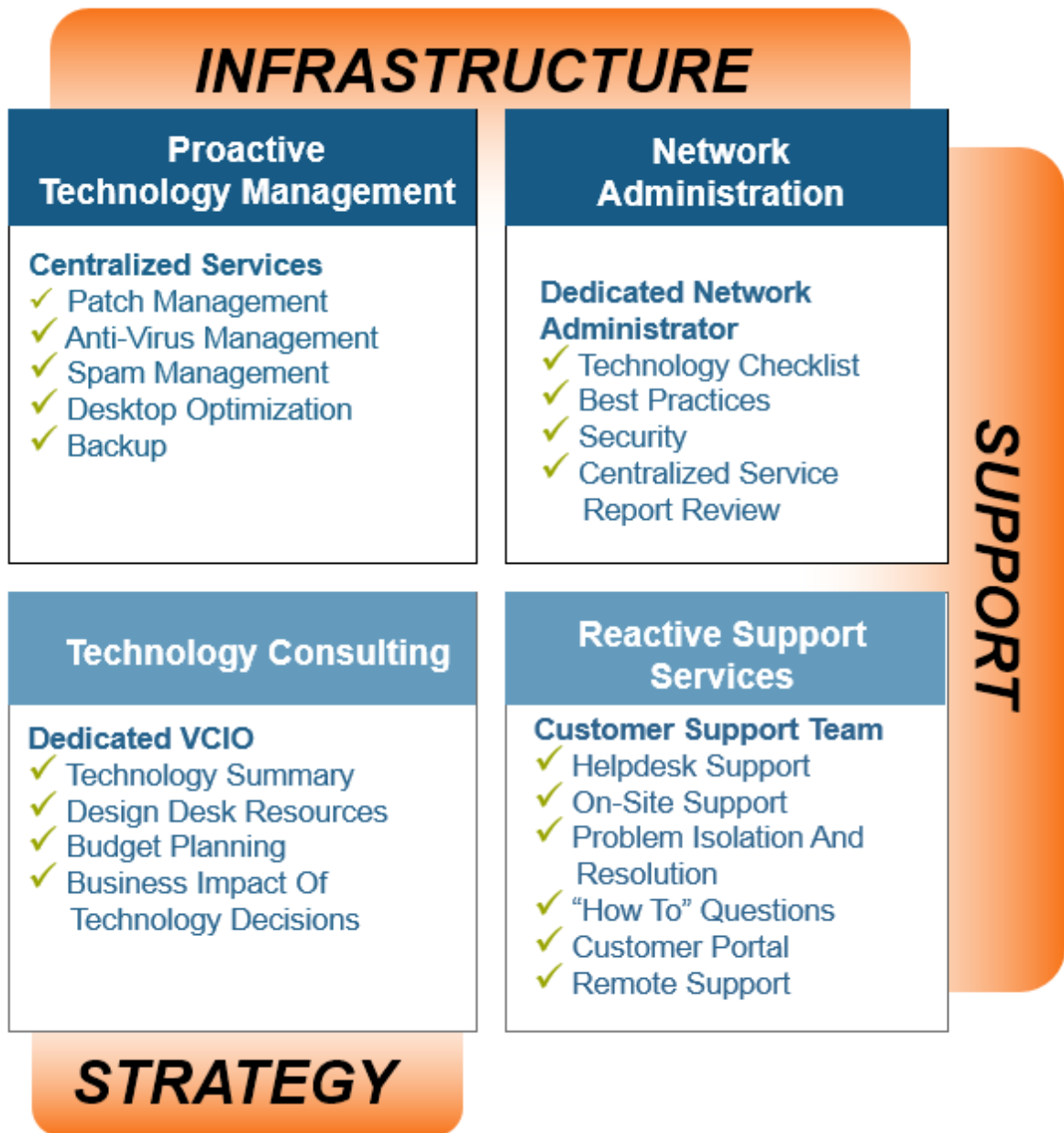# MANAGED IT SERVICES – AROUND-THE-CLOCK MANAGEMENT OF YOUR IT SYSTEMS

Give your business the benefit of a 24/7 IT peace of mind.

At PASR Technologies, it is our job to ensure that your IT system operates at its prime. Our Managed IT Services provides an all-encompassing management framework to ensure your business gets the attention it deserves. From servers and network devices, down to individual desktops and laptops, our service guarantees that your IT systems are monitored at all hours, seven days a week.

The PASR Advantage

INFRASTRUCTURE

Proactive Technology Management

Centralized Services
- ✓ Patch Management
- ✓ Anti-Virus Management
- ✓ Spam Management
- ✓ Desktop Optimization
- ✓ Backup

Network Administration

Dedicated Network Administrator
- ✓ Technology Checklist
- ✓ Best Practices
- ✓ Security
- ✓ Centralized Service Report Review

Technology Consulting

Dedicated VCIO
- ✓ Technology Summary
- ✓ Design Desk Resources
- ✓ Budget Planning
- ✓ Business Impact Of Technology Decisions

Reactive Support Services

Customer Support Team
- ✓ Helpdesk Support
- ✓ On-Site Support
- ✓ Problem Isolation And Resolution
- ✓ "How To" Questions
- ✓ Customer Portal
- ✓ Remote Support

SUPPORT

STRATEGY

The key advantages of our service include:

Comprehensive IT Support

PASR offers complete support for every aspect of your company's IT infrastructure. We take care of all backend systems including servers and network devices, and manage the full range of end-user requests.

Fast Response Time

Leveraging a combination of onsite and remote access, PASR tailors its service to match each specific need. This optimizes our response time for simple issues by reducing travelling time, thus ensuring the quickest action for your IT requests.

24/7 Remote Monitoring and Management (RMM)

Included as part of our Managed Services package but also available as a stand-alone offering, RMM is designed to alert us to potential problems before they affect your business. This proactive approach allows us to take the necessary steps to ensure your environment and systems remain highly available at all times.

Regular Reports

As part of our service, you can choose to receive a weekly or monthly executive site summary report detailing the status and availability of your system, as well as the work performed and the response times.

Unlimited Service Calls

For a fixed monthly fee, we offer unlimited service calls which cover administration and support of your systems and ensuring that all your IT components are operating effectively in their existing configuration. (Note: Changes to the environment, for example, new systems or major configuration changes will be a separate charge.)

Our Services

For a flat monthly fee, our Managed Services covers the fixed IT environment with the following:

Monitoring, Alerting	Basic Support Services - Business Hours
365/24x7 Availability Monitoring & Alerting	Support via Email
Error & Event Log Monitoring	Remote Control Support - Servers
Drive Space Monitoring	Remote Control Support - Workstations
Drive Activity Monitoring	Firewall/VPN/Router/Switch Management
Performance Monitoring	**Advanced Support Services**
Asset Inventory H/W & Software	Support via telephone
Application & Database Monitoring	Onsite Support – unlimited calls
Website Monitoring	Quarterly Executive Report & Review
AntiVirus & Protection Monitoring	Asset Reporting & Management
Bandwidth Monitoring	Disaster Recovery Planning
Network Firewall Monitoring	
Administration & Security - Business Hours	**Reporting**
Remote Server Administration	Executive summary
Remote Device Administration	Security analysis
Backup & Administration	Server Health
Security & User/Account Administration	Site Hardware & Software Inventory
Microsoft Patch Management - Servers	Device Hardware & Software Inventory
Microsoft Patch Management - Workstations	Website Availability
Antivirus and Antispyware Administration	Managed Antivirus and Antispyware
Application & Database Administration	
Printer Management	
Log File Maintenance	

We also provide the following **ancillary services** at a separate subscription charge.

- <u>VIP/Home Service</u>: Especially designed for company employees who work from home, this service gives them the same quality IT management as their main office, while receiving on-site IT support at their homes where necessary.
- <u>Workstation Replacement</u>: Our standard package does not include changes to the existing IT environment (e.g. replacing an old machine). Under this service, we offer the following options:
  - Pay-per-use: We levy a one-time fee each time we are required to setup a new or replacement machine.
  - Monthly fee: We offer unlimited service to setup new or replacement machines for a fixed monthly charge.
  - Procuring new machines: Where required, we source for and supply new machines that match our clients' needs.
- Managed Antivirus – Premium protection for your workstations, servers and email.
- Managed Backup – available for both workstations and servers.

Implementation

We recognize that an effective IT system is critical to a smooth business operation. As such, our implementation is designed to be quick and secure, without any down time. It includes:

- Commencement of management and monitoring of your IT systems.
- Installation of RMM Agent to all machines. This software monitors your IT network and channels all IT-related data to us for assessment.
- Review of your IT systems. We conduct an extensive review of your IT system and make recommendations to increase performance and reliability, where required.

(Note: Additional work and system requirements will be a separate charge.)

Our Existing Clients

Among the many clients who have benefitted from our Managed IT Services are local businesses, multinational organisations and various start-up companies. Some of these include:

- Panasia Marine
- Payasia
- BSI Trust
- AsiaXPAT
- AustCham
- Proba
- GS Wealth
- Camelot Trust
- Brookshaw Reed
- Moore Stephens
- Smarter Computer
- Viewpoint Software
- Ying Communications

Contact Us

For more about what we can do for your business, visit us at www.pasr.com.sg or contact us at:

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