

## MANAGED SERVICES

The ABS Managed Service offerings provide experienced Solutions Engineers to proactively monitor, manage, maintain, and support your entire IT infrastructure for a predictable, monthly cost.

### Customized support services:

 MONITORING

 E-MAIL ALERTS

 SMS ALERTS

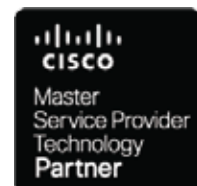
 PAGER ALERTS

 MAINTENANCE +  
REMEDICATION

 WEEKLY + MONTHLY  
REPORTING

**SLEEP EASY; WE'LL KEEP AN  
EYE ON YOUR NETWORK  
FOR YOU.**

Utilizing sophisticated network monitoring technology and methodology, our support team will proactively diagnose and remedy issues for your mission-critical technology components. ABS has the flexibility to manage either part of, or the entire IT infrastructure.



## WE'RE FLEXIBLE

ABS understands that everyone has unique needs; that's why we offer a fully customizable monitoring package and have the flexibility to manage either part of, or your entire IT infrastructure. Whether it's managing your voice, networking, servers, or desktops, we'll grow with you.

## MITIGATE RISK

By monitoring your network 24x7, managed services from ABS enhance the stability of your network by quickly diagnosing and resolving issues. Keeping a close eye on your network helps to ensure uptime and minimize security threats.

**WE WORK AROUND THE  
CLOCK SO YOU DON'T  
HAVE TO.**

### ESSENTIAL SERVICE - MONITORING ONLY

**Alert:** E-mail Alerts to team 24x7

**Action:** Alerts reviewed + customer contacted

**Reporting:** Monthly

### PREMIUM SERVICE - PROACTIVE MAINTENANCE + REMEDIATION

**Alert:** E-mail Alerts to team 24x7

**Action:** Alerts reviewed, necessary action performed, customer contacted, and scheduled site visits

**Reporting:** Weekly + monthly

### PREMIUM PLUS - 24X7X365 'FULL SERVICE'

**Alert:** 24x7 SMS/Pager alerts for Critical devices

**Action:** 24x7 On-call engineers review, perform necessary action, customer contacted, and scheduled site visits

**Reporting:** Archived and distributed weekly + monthly