

Managed IT Services		Advanced	Premier
Monitoring / Reporting Services	24 x 7 Remote Network Monitoring	✓	✓
	Backup	✓	✓
	Security	✓	✓
	Router/Firewall	✓	✓
	Connectivity – Site to Site VPN	✓	✓
	Virus & Spyware	✓	✓
	Server/Workstation Performance	✓	✓
	Event Logs	✓	✓
	Storage Capacity (Drive Space)	✓	✓
	Notification of Unusual Events	✓	✓
	Online Client Portal	✓	✓
	Service Ticket Creation/Tracking	✓	✓
	Monthly Network Health/Service Reports	✓	✓
Preventative Maintenance	Patch Management & Implementation	✓	✓
	Unlimited Remote ("Soft Fix") Network Service	✓	✓
	Preventative Maintenance for Servers	✓	✓
	Preventative Maintenance for Workstations	✓	✓
	Virus & Spyware Removal Services	✓	✓
	Backup Error Resolution ("Soft Fix")	✓	✓
	Router/Firewall Maintenance	✓	✓
	Virus Definition Updates	✓	✓
Hardware	On-Site ("Hard Fix") Network Service		✓
	Diagnosis & Repair of PCs & Servers		✓
	Reimaging of PCs and Servers		✓
	Service Parts & Repair Labor		✓
Premier Services	Advanced Administration and Services		✓
	Spam Filtering		✓
	Exchange Maintenance		✓
	Vendor Liaison Services		✓
	Antivirus Services		✓
	Onsite Local Backup (NAS device sold separately)		✓

With powerful tools to monitor all your network devices remotely from one central location, Atlantic provides a pro-active service resulting in increased productivity and consistent service levels that allows you to focus on your business while we look after your technology systems.

Select from one of our standard SLA backed Managed programs or build a customized program for your business.