+TotalCare

by ARCTIC IT

Your complete network management solution

How will *TotalCare* benefit my business?

The *TotalCare* platform is an ideal environment that allows your systems to remain up and running smoothly and reliably, therefore keeping your personnel working efficiently. Whether you have an IT staff or not, *TotalCare* will allow your people to focus on high value business needs.

♦ **Experience peace of mind**
Gain peace of mind by knowing that your network is being monitored and managed around the clock.

♦ **Maximize value by controlling costs**
Save money by managing your operating costs with flat-rate, predictable monthly expenses.

♦ **Sharpen the focus on your business**
By reducing the worry associated with IT, you can focus your efforts towards more important initiatives and growing your business.

♦ **Better manage risk**
Monitoring for technical problems before they occur will avert costly network failures and identify trouble early.

Why *TotalCare*?

TotalCare by Arctic IT is a flat-rate, managed service that dramatically reduces the financial risk associated with the management of IT. What does that mean? In the past, businesses accepted all the financial risks associated with network outages and issues. IT providers were engaged only when there were problems – in short, providers profited from your IT pain.

In contrast, the *TotalCare* model shifts the financial risk and responsibilities associated with managing your environment to us – your managed service provider. Instead of our success being tied to things breaking and needing repair, we will only succeed when your network continues to operate as it is supposed to. Irrespective of how much time and energy we must invest in your computers and network to keep it running, your costs won't change.

We succeed together, as partners.

TotalCare continually monitors, maintains, and reports on key network assets, services, and functions.

TotalCare by Arctic IT

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TotalCare *provides*

ESSENTIAL SYSTEM MONITORING

- ◆ **24x7 Server & Computer Monitoring**
- ◆ **Backup Monitoring**
- ◆ **Antivirus Monitoring**
- ◆ **Secure Access to Server Monitoring and Reporting Tools**

MAINTENANCE

- ◆ **Software Patch Management & Updates**
- ◆ **Antivirus/Anti Malware Management**
- ◆ **Quarterly Service Maintenance (remote and on-site)**

NETWORK MANAGEMENT

- ◆ **ISP & Web Host Management**
- ◆ **Firewall Management**
- ◆ **VPN Management**

ASSET MANAGEMENT

- ◆ **Asset Lifecycle Management**
- ◆ **Asset Reporting**
- ◆ **Network Inventory**

vCIO STRATEGIC PLANNING

- ◆ **Unlimited Purchasing Support**
- ◆ **Monthly System Health Reports**
- ◆ **Quarterly Systems Reviews**

BUSINESS HOURS SUPPORT

- ◆ **Unlimited Phone Support**
- ◆ **Unlimited Remote Control Support**
- ◆ **On-line Support Request System**
- ◆ **Support Escalation**

AFTER-HOURS SUPPORT

- ◆ **Access to 24/7 Emergency Support**
- ◆ **Online Customer Portal**

How is *TotalCare* different?

Businesses today are simply tired of the variable, uncontrolled costs of IT and its effect on their budgets. Instead of relying upon their IT providers or internal IT staff to address issues and problems as they arise, they are moving to a more consistent, predictable IT model; where monitoring of systems and true proactive support provide a consistent, measured approach to keeping systems healthy and employees productive…all while controlling costs.

TotalCare by Arctic IT is a subscription service that can help you achieve the goal of a stable, predicable cost for IT, reduce IT risk, lessen downtime that results in lost productivity, and ultimately allow you to focus more on your business.

How does *TotalCare* work for me?

TotalCare monitors for network problems—often addressing them before users are even aware that there is an issue—and speeds the time to resolution through the use of a combination of automated and managed maintenance provided both remotely and on-site. Additionally, *TotalCare* provides your staff with access to assistance when they need it by telephone, email, or through direct access to the *TotalCare* team via tools installed on their computer.

We've designed *TotalCare* to be a complete solution to managing IT—including reports and an online portal that you or your delegate can access to update requests and review support history in clear, ease-to-understand terms. With just a few clicks, you will see that your systems are receiving approved updates and appropriate patches, that scheduled data backups are occurring, and that support requests are being resolved.

When problems do occur, our staffed helpdesk is never more than a phone call, email, or mouse-click away. The *TotalCare* platform allows your users to share access to their computer in order to facilitate a quicker problem resolution. Getting your people get back to work as quickly as possible.

TotalCare also includes regular reviews of your network by our experienced, certified network engineers — in effect, operating as a virtual CIO for your business. Now you too can leverage seasoned IT professionals to help ensure your IT strategy is right for your needs.

TotalCare by Arctic IT is your complete network management solution.

*Learn how **TotalCare** can help your business - call 907.261.9500 or email info@arcticit.com!*

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