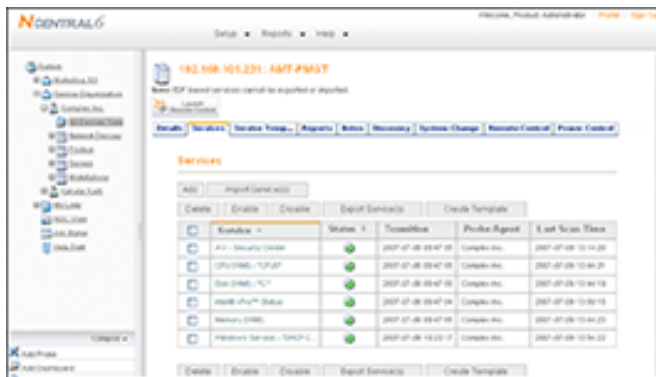




Is Your Network Running You?

A helping hand. As an IT Administrator, you know your network better than anybody. Your job is stressful, hectic and challenging. Although you are successfully managing day-to-day IT operations, there are always fires to fight that distract you from important, higher-valued projects. At the end of the day, you may think: "There must be a better way to manage all this."



"With so many vendors out there, I believe that we are very lucky to work with one of the best - Cornell Companies"

Our Software-as-a-Service (SaaS) model gives a boost to your MIS department. We provide you with full administrative access to our state-of-the-art network monitoring solution, giving you a "window" into your network's performance. We scale the deployment to match the needs and requirements of your IT staff, and we also provide overflow and out-tasked services to augment your current skill set.

We help your MIS department increase overall efficiency, and maintain a stable and reliable network environment. The comprehensive reporting capabilities allow you to rationalize IT spending and optimize your strategic IT planning. Priority access to our experienced support technicians and engineers means you have experts when you need them – for a fraction of the price it would cost to expand your team.

Do these issues plague your business?

- **Untimely network failures?** Not knowing what will fail and when, and then having to wait for a technician to arrive?
- **IT budget crunch?** Under pressure reduce IT costs, increase value or maximize profitability?
- **Stuck in a break-fix nightmare?** Many service providers just address the symptoms of downtime, and not the root cause!

Program Advantages:

- **Prevention of network problems and failures:** Through early detection of impending issues, we can work to resolve many issues before they can affect your network and your employees' productivity.
- **Stabilized and rationalized IT spending:** Through our proactive approach, we virtually remove "emergency service call" from your vocabulary, and make your IT spending patterns predictable.
- **Improved efficiency of your MIS team:** With our monitoring solution, we can help you do more with less by automating many of the routine tasks and activities that consume much of your technicians' time.



Program Features:

- Administrator Monitoring Dashboard** provides immediate incident detection through automatically generated notifications and alerts.
- 24x7 Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- Network Monitoring** constantly tracks the performance of your network – bandwidth, errors and other key indicators allowing you to fix potential problems before they arise.
- Windows Patch Verification** checks if your PCs and servers are running the most recent versions of their Windows operating software, and provides reports and recommendations.
- License Compliance** tracks how many licenses of your legally purchased software are running on your network so that avoid fines set out in your license agreements you.
- Supplemental Support Services** are available when you need them. Access on-demand to our team of support technicians and engineers to augment your existing technical staff.

Standard Features	Description
N-able Network Management System	You lease our network management system, N-able, to run your network - ask for a demo today!
Complete Server Monitoring	Monitoring of the health and performance of your servers and shared applications
Networking Control	Monitoring and continuing maintenance of your LAN, WAN, domain and VPN
License Compliance	Verifying the software you own is what is really being used by your employees
PC Care & Maintenance	Take control of your PC's by providing ongoing maintenance with our advanced management software
Complete Monitoring	In-depth health performance monitoring of all elements of your business' IT assets
Staff Augmentation Services	Supplement your own IT team with our experienced IT engineers and technicians
Networking Basics	Monitor the vital statistics of your routers, switches and VPN equipment
Backup Foundation	A managed backup and recovery plan to ensure your data is properly protected
Integrated Ticketing System	Optional PSA integrated ticketing system to keep track of time and create a knowledge base
Resource Scheduling	Our PSA solution also has a scheduling dashboard for visual allocation of resources
Optional User Support and Helpdesk	Escalation issues to our optional helpdesk services for PC users, with incident-based billing



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