



TAG Assurance Server Care

Remote Monitoring & Management Solution

Technology has become the foundation of every business today and can no longer be left to chance. Lost productivity of even a single user can affect the performance of your business and more importantly your ability to serve your customers. **Having a server down affects your entire company and will cripple ALL users working in your business!** A proactive monitoring and maintenance program for your server is mandatory to provide the most productive environment for your employees.

The TAG Assurance Server Care solution provides 24 x 7 monitoring of your server as well as on-going maintenance to improve stability and avoid downtime. We will know the precise status of your server continuously.

TAG Assurance Server Care is for those companies that can't afford to have down time due to server instability or failure.

Plan Services	Server Care
Remote 24x7 monitoring of all critical server functions	✓
Server system details documentation	✓
Escalation & basic fixes of server errors	✓
Microsoft patch testing and installation	✓
Antivirus software monitoring and management	✓
Backup monitoring and management	✓
Event log monitoring	✓
Server and service availability monitoring including DNS, DHCP, TS etc.	✓
Server performance utilization monitoring (cpu, memory, drive space and other critical processes)	✓
Microsoft Exchange management	✓
Monthly executive reports	✓
Onsite Semi-Annual Business Consultation	✓
Level 1 remote remediation for server alerts and errors are included as part of this service	✓

Server Care Notes:

1. Server Care monitoring and management is a remote preventative maintenance program that includes continuous remote monitoring and management of the server to optimize performance and improve security
2. Server Care includes remote monitoring and management for the server operating system as originally configured upon startup of the Server Care service and does not include support for business application software. Business application software support shall be provided by your software application vendor.
3. Server Care includes Level 1 remote remediation of any server alerts generated by the monitoring service. Level 1 remediation is defined as any remote service that can be completed in less than approximately 15 minutes per alert or event.
4. Server Care does not include Level 2 support for alerts or errors that require more than approximately 15 minutes of time for remediation per alert or event. Level 2 support will be provided on an hourly basis and invoiced at the then current hourly rate included in COMPANY'S On-Going Support Agreement.