

MSP Server Elite SOS One Pager

Don't let technical issues disrupt your business operations and cause productivity losses.



SUPPORT OPTIONS:

Business Hours (8am - 5 pm)



Ticket Support
(24 Hours)



Emailed Support
(24-48 Hours Response)



Chat Support with MSP HelpDesk - Option
(Real-Time)

AT A GLANCE

Topics addressed in this document refer to the additional information found in the links below:

- [Video Intro](#)
- [MSP Overview](#)
- [MSP Server Scope of Services Details](#)
- [Additional Info](#)

Exclusions and associated charges may incur additional costs and escalations, such as:

- Hardware/Firmware repairs/replacements/upgrades
- Service Pack installations during office hours
- Driver upgrades for servers
- Third-party back-ups/applications
- Additional Storage Third-party
- Custom Report Creations
- Server Project Requests
- ISP Outages
- Client Training
- On-site visits

EXPERIENCE UNMATCHED SERVER SUPPORT! ✓

Our NOC Services are exclusively for your business.

Prioritizing Performance & Availability We're dedicated to ensuring your servers always perform at their peak and remain available, no matter what

Always On, Always Monitoring: 24x7 Support Day or night, our Network Operations Center (NOC) team is here for you, ensuring uninterrupted service.

Comprehensive Infrastructure Management Beyond just servers, we're here to support your entire back-office infrastructure, from A to Z. Partner with us and let our expertise elevate your business operations to new heights!

SERVICE OFFER SUMMARY ✓

The Global NOC works out from India and provides 24x7 remote management of your servers. Access levels may be customized to suit your business and cover the following:



Audit & Analysis Services

Experience seamless integration and optimization with our comprehensive Hardware & Software Audits



Remote & NOC Services

Guaranteed uptime with ConnectWise Remote Control, NOC-backed Service Restarts, and Rapid Patch Deployments



Ticketing & Workflow Solutions

Streamline operations with our Ticket-Based Workflow automation and Tier-2 Ticket Escalation Resolution step



Security & Protection Services

Ensure robust protection with Multi-Vendor Antivirus support and our exclusive Patch Whitelisting Service



Troubleshooting & Maintenance

Maintain peak system performance with our Active Directory Group Policy Troubleshooting, System Analysis, and Health Checks.



Updates & Installations

Stay updated and secure with MS Service Pack Installations and Proactive or On-Demand Server Restarts.

