

Operational Cost Control Management Program



OPTIMIZING REVENUE. REDUCING COSTS. MANAGING RISKS.

Strategic Assessment

- ❑ Documentation
- ❑ Network Diagram
- ❑ Asset Management
- ❑ Disaster Recovery
- ❑ License Compliance
- ❑ Updated monthly

Network Monitoring

- ❑ 24x7x365 Monitoring
- ❑ Network Utilization Thresholds
- ❑ Alerts when new devices are detected
- ❑ Notification of potential outages
- ❑ Check for security breaches (hackers)

Proactive Network Support

- ❑ Patch Management
- ❑ Anti-virus
- ❑ Check Tape Backup Logs
- ❑ Spam Filtering
- ❑ Spy Software
- ❑ Monthly maintenance task lists AME/Client

Reactive Network Support

- ❑ Immediate Remote Support & Troubleshooting
- ❑ On-site technician within four hours or less
- ❑ O/S Support
- ❑ Email Support
- ❑ MFG Support Escalation
- ❑ Access to AME Tech Support Group
- ❑ Unlimited on-site calls
- ❑ Moves, Adds & Changes
- ❑ Installation of new equipment

Hardware Coverage

- ❑ Includes all parts, labor and travel
 - Servers
 - Switches
 - Firewall
 - Hubs
 - Routers
 - Tape Backups
 - UPS
 - Network Printers

Software Coverage

Anti-virus	Operating system
Tape backup	Email
Spam filtering	Spybot

Information Technology Consulting

- No additional charge
- Advice on new technologies
- Performance enhancements
- Presentations to Executive Management

Help Desk

- Convenient service call placement
 - Web based – www.theamegroup.com
 - Toll free - 1.888.453.3161
- Dedicated help desk
- Call escalation
- Status report

Review Meetings

- Monthly, Quarterly, Semi-Annually
- Update Documentation
- Update Inventory
- Update Agreement pricing
- Call Management Reports
- Open Issues
- Needs/Projects
- Recommendations

Optional Managed Services

Hardware Maintenance

- Includes all parts, labor and travel
 - Personal Computers
 - Notebooks
 - Printers
 - Peripherals

Software Support

- Standard applications
- Customized applications
- Help Desk
- Remote diagnostics

1.800.264.8851

www.theamegroup.com
info@theamegroup.com

