



# Advantage Computer Solutions

Putting **IT** Together

## SUPPORT

Advantage Computer Solutions offers several support plan options to make your technology more reliable, efficient, productive, and profitable. When we maintain your computers, you can get back to doing what you do best.



**GET WATCHDOG:** WatchDog is our signature full network monitoring service. We track the performance and health of your server, all of your workstations, and other vital components of your network.

**WATCHDOG**  
24/7 Network Monitoring



**GET BACKUP:** Remote Data Storage is a safe, secure, and simple way to backup all of your data automatically each day. Pricing is based upon the total amount of data.

**BACKUP**  
Remote Data Storage



**GET RESCUE:** With Rescue, you quickly get the help and support you need with our unlimited user help desk and remote response service. We log in and resolve the problem.

**RESCUE**  
Help and Support



**GET VERIFIED:** Now you can have the PEACE of MIND knowing of that your onsite backup solution is being checked every day by IT Professionals.

**VERIFIED**  
Daily Backup Check

### FULL NETWORK SOLUTIONS



**Monitoring Your Server**  
Monitoring of the performance and health and of your server, databases, and shared applications.

**Monitoring Your Workstations**  
In-depth health and performance monitoring of all your workstations.

**Monitoring Your Network**  
Real-time monitoring of the vital statistics of your routers, switches, and printers.

**Monitoring Your Security**  
Ensuring your network security is up-to-date and doing its job.

**Monitoring Your Onsite Backups**  
Ensuring the success of your onsite backup solution with our **Verified** service.

**Unlimited User Help Desk**  
Unlimited Help Desk services for PC users, included in your monthly fee.

**Unlimited Remote Response**  
Technicians work remotely on your network to resolve issues, included in your monthly fee.

**Onsite Response**  
Technicians are dispatched to your office when support issues arise (hourly rates apply).

**PC Care & Maintenance**  
Ongoing preventative maintenance of your PCs to make them reliable and secure.

**Data Recovery**  
Recovery services to retrieve vital, lost information after a failure or crash.

### SERVER SOLUTIONS



**Safe Backups**  
Your data is stored in state-of-the-art data centers which employ the highest security standards.

**Secure Backups**  
Your data is encrypted locally with military-grade encryption prior to transfer via a secure SSL connection.

**Simple Backups**  
Your data is automatically backed up everyday while your computers are not in use.

**Simple Recovery**  
Full restoration (or individual files and folders) can be easily downloaded back to its original location or to any other computer.

**Monitoring Your Onsite Backups**  
Ensuring the success of your onsite backup solution.

**Managing Multiple Backups**  
Ensuring that you have more than one copy of your data (to protect you in cases of file or database corruption). Older copies of your data are removed to ensure that there is adequate space on your backup media for new backups.

**Mail/Print Notification Services**  
For your peace of mind, daily reports can be sent via email and/or printed.

**BONUS - WatchDog on Your Server**  
Monitoring of the performance and health and of your server, databases, and shared applications.

We recommend utilizing both **ONLINE** and **ONSITE** backup solutions to fully protect your data from loss and corruption.