Progent™

Network Monitoring for Mid-size Businesses

Automated proactive server monitoring and expert technical support for businesses with 50-250 networked users

Mid-size businesses with 50-250 network users are turning increasingly to co-sourcing for IT support. This means relying on internal support staff for day-to-day IT management and support issues and also depending on outside consultants for high-level expertise when needed. Small to mid-size businesses can now enjoy all the benefits of Microsoft System Center Operations Manager — including maximum network availability, performance, and security — and also have guaranteed access to Progent's team of Microsoft and Cisco certified support experts. With Progent's affordably priced IT support packages, mid-size businesses can choose a basic Operations Manager-based co-sourcing package that includes server monitoring, reporting, Help Desk support, and on-site service or a comprehensive 24x7 solution.

Microsoft's System Center Operations Manager (SCOM) automatically scans event logs and performance counters from key servers, then analyzes this information based on an extensive support database. Whenever SCOM detects a problem, it executes special corrective scripts or else generates alarms to notify pre-assigned service personnel. SCOM also produces trend reports for tracking your network's health. Progent's expertise with SCOM technology and experience with remote network support makes it possible to offer IT outsourcing packages that are both affordable and effective.

Managed Network Monitoring Package

If your business has a small internal IT staff, this full-service package is an inexpensive way to achieve a high degree of network availability, performance, and security during standard business hours.
- Progent performs needs assessment and configures a remote SCOM server
- Progent's Technical Response Center coordinates Help Desk services with SCOM
- SCOM Manager alerts are sent to the Progent Help Desk and to primary and secondary Progent network engineers and copied to your designated IT personnel
- Progent's Help Desk establishes tickets for all events and oversees the resolution of problems
- Progent remotely monitors, diagnoses, and repairs problems and provides on-site escalation
- Contracted Service Level Agreements (SLAs)
- All help requests are tracked and closed out with defined and documented resolutions
- Progent performs regular service maintenance including Service Packs and security updates

Comprehensive Network Monitoring Package

For small businesses who need enterprise-class support but cannot justify the cost of staffing, supporting, and managing a full in-house IT organization, our Comprehensive Network Monitoring package gives mission-critical applications such as Exchange, SQL Server and SgarePoint round-the-clock uptime and security at reasonable prices and low risk:
- All the features of the Managed Network Monitoring package plus 24x7 support
- Progent can help you configure your system for fault tolerance before starting 24x7 service
- Contracted Service Level Agreements with designated after-hours service commitments
- Progent will fix problems on-site or remotely without the involvement of your IT staff

Contact Progent About Network Monitoring Packages

For more information, call **800-993-9400** or send email to **information@progent.com**

BENEFITS

- Maximize network availability, performance, and security with proactive server monitoring and Progent's expert support
- Save the cost and hassle of using your in-house staff to install, configure, and manage System Center Operations Manager (SCOM)
- Keep network clients productive with Progent's experienced Help Desk Services
- Get the most from SCOM by working closely with Progent's Microsoft-certified consultants

FEATURES

- Affordable support packages give immediate benefits from Microsoft SCOM
- Two levels of support let you pick an SCOM solution that fits your budget and meets your technical needs
- Proactive server monitoring anticipates problems before they disrupt your business
- Managed Network Monitoring package includes Progent's Technical Response Center's Help Desk services coordinated with Operations Manager
- The Comprehensive Network Monitoring package includes 24x7 server monitoring plus remote and on-site service for business-critical applications
- The Comprehensive Network Monitoring Package includes contracted Service Level Agreements with designated commitments to after-hours service response