# Progent™

## Network Support Outsourcing for Small Businesses

*For businesses with 10-50 network users: Affordable IT Management Powered by Microsoft System Center Operations Manager*

If you thought your business was too small to afford the same reliability and security of an enterprise IT network, here's great news! Progent's *Small Business Network Support Package* solves your network management problems the way some of the world's largest corporations do it — by **outsourcing**.

Progent's *Small Business Network Support Package* is designed for companies who can't afford the cost or distraction of managing a large in-house IT support staff but who still need networks with high levels of availability, security, connectivity, and performance. By leveraging the economy of remote IT support, the proactive intelligence of Microsoft System Center Operations Manager server monitoring software, and the experience of Progent's Help Desk Call Center organization, Progent can offer small businesses world-class network support at down-to-earth prices.

Progent's proven support package is simple. Progent will:

1. Assess your existing network to make sure you have qualified hardware with manufacturer's on-site service, anti-virus software, firewalls, and Virtual Private Network (VPN) support for remote access
2. Perform a security audit to make sure your network is protected from attacks by hackers and viruses
3. Configure Microsoft System Center Operations Manager and set up a remote link between your network and Progent's support experts
4. Propose a backup/restore solution that fits your budget and protects your data
5. Initiate Help Desk Call Center services for your network clients

Once Progent's *Small Business Network Support Package* is in place, our solutions-oriented Help Desk experts will answer and track support calls to make sure your workers stay productive. Progent will also keep your network updated with the latest Service Packs and security updates from Microsoft, warn you of impending problems detected by System Center Operations Manager, and offer discounts for remote or on-site troubleshooting by Progent's Microsoft and Cisco certified engineers.

Progent recommends that you base your IT network on Windows Server 2008 R2 or Windows Server 2012 R2 and that you have fast Internet connections to facilitate remote monitoring and support. Progent offers expertise for Microsoft Small Business Server and can also provide complete messaging solutions built around Microsoft Exchange. Progent can help you securely integrate telecommuters and mobile workers to your IT network, and Progent offers support for managing smartphones and tablets such as iPhones, and iPads, Androids, Windows Phones and BlackBerries.

## Contact Progent About IT Outsourcing for Small Businesses

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

### BENEFITS

- Get enterprise-level support without the high cost of staffing, equipping and managing a large in-house IT organization
- Maximize network's availability, performance, and security with proactive server monitoring and expert technical support
- Keep network users productive with professional Help Desk Call Center services
- Avoid technical risk and build a solid network infrastructure by working with Progent's team of Microsoft and Cisco-certified consulting and service experts

### FEATURES

- Network assessment to ensure your network meets security, performance, and accessibility standards
- 24x7 server monitoring using System Center Operations Manager to anticipate problems before they disrupt your business
- Help Desk Call Center Services from Progent's support experts
- Comprehensive security audit to protect your network from external and internal threats
- Installation of security updates and patches for servers and applications
- Discounts on Progent's remote and on-site troubleshooting services
- Access to Progent's team of Microsoft and Cisco-certified system engineers, application specialists, and technicians