

FULLY MANAGED

COMPLETE, PROACTIVE MANAGED IT SOLUTIONS



More than ever, your business depends on your IT. Good technology decisions and investments support mission-critical functions, employees and customers! And that technology requires constant maintenance, attention and technical support to stay functional and secure. That's where Fully Managed can help. We manage your technology so you can focus on your business.



WHY FULLY MANAGED?

With decades of experience in IT, we provide companies with technology solutions, services and procurement expertise that focuses on being proactive - helping businesses work smarter, more securely and with greater efficiency.

WE CAN BE YOUR I.T.

Don't have the capacity to manage IT the way it should be? At Fully Managed, we want to be your trusted IT partner. Our complete managed IT offering is designed for companies who want to outsource IT and take advantage of an entire team of experts and best-in-class systems. We provide you with the industry's top tools, infrastructure, proactive monitoring, and security solutions so you can manage your business with confidence.

I.T. SUPPORT 24X7

We understand that 9 to 5 is a thing of the past for many businesses and that IT uptime is an absolute necessity. Our Fully Managed managed IT offering provides you with the expertise of our NOC (network operations center) for preventative maintenance, as well as access to our 24x7 helpdesk to assist users with IT issues and requests.

SUPPORTING YOUR BUSINESS WITH VCIO

IT should not be a source of frustration. It should be a contributing factor in your success. The Fully Managed Virtual CIO (vCIO) service, working with your dedicated account manager, can get you on the right technology path and ensure your technology choices fit your needs and your budget. We also help you make sense of how technology is working for you, with helpful analytics and reporting.



Fully Managed is a top managed service provider for small and medium-sized enterprises and senior care facilities. Our mission is **Creating Peace of Mind** that our customers' technology will work exactly **how** they need it to, **when** they need it to!

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FEATURE	WHAT THESE FEATURES MEAN TO YOU	COMPONENTS	FM PRO	FM ELITE
ASSESSMENT	Assessments are used to create a baseline of assets & configurations. They identify IT service & infrastructure stability risks as well as potential vulnerabilities. In other words, where you are at today.	Baseline Technology & Security Assessment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Enhanced Technology & Security Assessment	Optional	<input checked="" type="checkbox"/>
PREDICTIVE FAILURE MONITORING	The more we know, the more we can prevent. The ongoing performance, stability and security of your devices and IT services is continually measured in a predictive failure fashion. Predictive failure monitoring identifies upcoming IT failures which triggers automated issue diagnostics and remediation actions. This helps us mitigate technology failures that impact your productivity or put your organization at risk.	Workstation Monitoring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Windows Server Monitoring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Line of Business Monitoring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Windows Server Hardware Monitoring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Network Device Monitoring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Virtualized Server Monitoring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PREVENTATIVE MAINTENANCE	Routine maintenance tasks designed to prolong the performance and reliability of your IT devices are executed on a monthly & quarterly schedule. Each preventative maintenance task is monitored by the Fully Managed NOC (Network Operations Center) team to ensure the successful completion and overall stability of your devices and IT services is maintained.	Workstation Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Windows Server Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Network Device Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MANAGED SECURITY	Fully Managed strongly recommends that our customers have coverage in each one of the components listed here. This will result in an integrated Anti-Virus, Windows O/S and 3rd Party Application Patching solution that allows our NOC to actively monitor, manage and update deployed devices. Managed Backup provides ongoing, monitored protection for your critical data. Full Disaster Recovery, although optional is also strongly encouraged to mitigate downtime concerns. Managed Anti-Spam vastly reduces the volume of potential threats from email activity while drastically the time your team wastes on purging them manually.	Managed Anti-Virus	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Managed Windows Operating System Patching	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Managed 3rd Party Application Patching	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Managed Back-up & Disaster Recovery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Managed Anti-Spam	Optional	<input checked="" type="checkbox"/>
REPORTING	The ongoing security, stability and performance of your SMB devices, infrastructure and applications is reported on regularly through current status, changes and potential violations. Access to a virtual CIO - bringing their expertise to your executive team.	Monthly Reporting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Asset & Lifecycle Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Quarterly vCIO Services	Optional	<input checked="" type="checkbox"/>
SERVICE DESK	Access to Fully Managed's NOC team for preventative maintenance issues deployed to SMB Workstations, Servers, Network Devices and/or our Service Desk Team for user-initiated issues & questions.	NOC Services	*Defined	**Unlimited
		Helpdesk Services	*Defined	**Unlimited
		Fully Managed Central	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

* FM Professional model: Includes a block of support hours/month.

** FM Elite fixed fee model includes unlimited access to Fully Managed NOC and Service Desk.