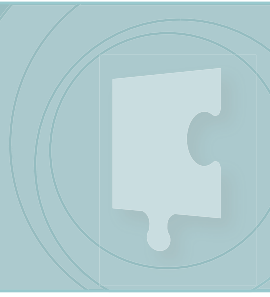


REMOTE MONITORING & REPORTING



As a businessowner you understand the importance of a solid IT infrastructure. Frequent backups, a fast and efficient internet connection, and virus checks are all vital to your company. But when the day-to-day operations of running the business come into play, those important IT elements often become easy to overlook - that's why automatic monitoring is so important. In addition to taking the responsibility off your organization, remote monitoring can also alert you of any issues before they take a toll on your business. The Remote Monitoring & Reporting (RMR) program at IT Resource will provide your organization with the peace of mind that your entire network is being remotely monitored by an IT professional.

Increased Efficiency

The IT Resource RMR program works to increase efficiency at the most cost effective price while embedding IT automation into your organization. With RMR we are able to look for the following issues in your system:

- Health Checks – including Backups, Updates, and Antiviruses
- Internet Connection Monitoring and Alerting
- Enhanced Internal Device and Network Monitoring and Alerting
- Software Patches
- Software Deployment
- Backup Management
- As needed Bandwidth and Network Utilization Reports

When an issue arises, alert(s) will be sent to both you and IT Resource.

Beneficial Reporting

In addition, RMR can also provide beneficial information and reports for the following:

- | | |
|--------------------------|----------------------|
| - Inventory | - Asset Analysis |
| - Information Management | - Service Statistics |
| - Patch Health | - Antivirus |
| - Intrusion | - Disk |
| - Usability | - Updates |
| - Events | - Backup |

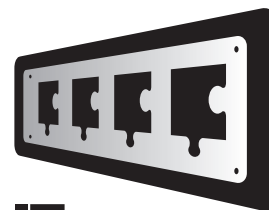
To see how RMR can help your business, or to begin utilizing the program, call IT Resource today at 616.837.6930.

Investment

Our customizable plans will work with any size organization. Your monthly investment is calculated by the number of items being monitored per month, and the type of device.

Starting at only \$2 per device, IT Resource can offer your organization necessary and effective risk management monitoring for all of the following managed devices:

- Workstations
- Servers
- Mobile Phones
- Printers
- NAS Devices
- Uninterruptible Power Supply
- Network VoIP Devices
- Network Cameras/Scanners
- Network Devices such as firewalls, routers, and switches
- Network Wi-Fi Access Points & Controllers



IT
Resource

Putting IT all together

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REMOTE MONITORING & REPORTING (RMR)

CONTINUED

RMR is one of the best ways to effortlessly manage risk in any organization. The program provides daily monitoring and monthly reports so if an issue arises, our staff is notified immediately and will contact you to work to resolution, should you desire. RMR works by automatically detecting new devices in your environment and invoices accordingly.

Mobile Device Monitoring (MDM)

IT Resource offers the leading software to secure your mobile device, including smart phones, tablets, mobile internet devices, cameras, and more.

Key Features

- Immediately and remotely wipe or lock any device if it becomes lost or stolen
- Geographically lookup and locate any device
- Constant monitoring and alerting if an unforeseen issue rises
- Restriction and block features
- Employee restriction and management; including restrictions from websites, YouTube, use of camera, etc.
- Detailed data usage tracking
- Historical device location to monitor employee's past location(s)

A monthly report is generated to give highlights of inventory, summary, and data usage. MDM offers tools that can be utilized to increase employee efficiency and provide a manager or supervisor with solid reports to back it up. MDM increases efficiency by routinely monitoring and reporting with ease.

VoIP Monitoring

VoIP Monitoring allows IT Resource to be alerted immediately when an issue pertaining to a phone system arises. This allows for increased efficiency and prompt service on our part. For a nominal fee, this data can also provide solid information if anything needs to be revisited concerning a phone call. It is helpful in phone training to review or listen in on actual calls.

Key Features

- Automatic alerts if any phone system issue is shown
- Provides reports of overall health of VoIP performance
- Monitoring of any live calls

Bandwidth Utilization

This information indicates how much bandwidth is being used by an organization and if the bandwidth is reaching beyond normal or acceptable levels.

Key Features

- Ability to view bandwidth any time
- Alerts when bandwidth is reaching historical highs
- Ability to pinpoint where higher bandwidth is coming from
- Locate bandwidth bottlenecks within your organization and proactively increase efficiency

Software Asset Management (SAM)

SAM is the managing and supervision of all software applications within an organization through its entire life cycle. This process and optimization begins with procurement, distribution, upkeep, utilization, and removal of software applications. SAM manages all necessary procedures for optimum management and protection of all software. SAM increases efficiency while embedding powerful risk management into any environment.

To learn more about how these services can help your business, contact IT Resource at 616.837.6930 and our staff would be happy to assist you.