

## PC & NETWORK MANAGED SERVICES

### People performing at their peak!

GMS' PC and Network Managed Services ensure that each workstation never takes a coffee break or a vacation. Your network is ever ready, responsive to your users' demands and is always secure and fine-tuned to perform at its best.

**GMS' PC and Network Managed Services** remove the expense, pain and frustration from managing your IT infrastructure. Global Mentoring performs all the on-going, daily systems management and administration activities required to keep your PCs and network up and running, with superior performance, security and reliability – just as if you had your own onsite IT department without the costs and management burden.

A simple Internet connection activates GMS' industry-leading PC and network remote management services, so all of your desktops, laptops, and network devices, regardless of location, are monitored, maintained and secure for a surprisingly low cost per device. Our optional on-site service provides comprehensive coverage for those few events that cannot be resolved remotely.

24/7 on-demand expert support for all your business and productivity applications ensures that end users work at optimal effectiveness and efficiency, with IT at their command rather than in their way. Acting as your 'personal coaches', GMS' ExpertCentre team of certified technology experts removes productivity roadblocks, helping end users and IT professionals solve application questions, operating system issues and hardware configuration difficulties without delay.

**GMS' PC and Network Managed Services** support the broadest range of network attached devices such as: on-site, mobile and remote desktops, laptops and tablets; shared workstations; PDAs; consoles; routers; modems; printers; and external storage.

PC & Network Managed Services Features		Standard	Extended	Never Rest
Availability & Performance	Continuous Device and Network Monitoring	•	•	•
	Remote Management & Intervention	•	•	•
	Disk and Memory Management	•	•	•
	System Cleansing & Optimization	•	•	•
	Patch Management & Microsoft Updates	•	•	•
Security	On Site Service Support (Optional)	•	•	•
	Router & Modem Management	•	•	•
	Anti-Virus Software Management	•	•	•
	Virus, Spyware & Malware Detection & Removal	•	•	•
Expert Help	Wireless Connection Management	•	•	•
	Internet Access & Usage Control	•	•	•
	Unlimited Tele ExpertCentre Anytime/Everyday			•
	Unlimited Tele ExpertCentre 8 am-Midnight Eastern, M-S		•	•
	Unlimited Tele ExpertCentre 8 am-8 pm Eastern, M-F	•	•	•
	24/7 Chatline	•	•	•
Management	Microsoft Application Software Support	•	•	•
	Digital Device and Console Connection	•	•	•
	Management Reporting	•	•	•
	Asset Management & Warranty Tracking	•	•	•