



Helping Your Business into the Future



Future Link's "Monitor IT" program provides 24x7 network monitoring often finding an issue before it becomes a problem. The "Monitor IT" program will reduce network downtime, increase productivity, and reduce on-site support costs.

A helping hand. As an IT Administrator, you know your network better than anybody. Your job is stressful, hectic and challenging. Although you are successfully managing day-to-day IT operations, there are always fires to fight that distract you from important, higher-valued projects. At the end of the day, you may think: "There must be a better way to manage all this."



Our Software-as-a-Service (SaaS) model gives a boost to your MIS department. We provide you with full administrative access to our state-of-the-art network monitoring solution, giving you a "window" into your network's performance. We scale the deployment to match the needs and requirements of your IT staff, and we also provide overflow and out-tasked services to augment your current skill set.

We help your MIS department increase overall efficiency, and maintain a stable and reliable network environment. The comprehensive reporting capabilities allow you to rationalize IT spending and optimize your strategic IT planning. Priority access to our experienced support technicians and engineers means you have experts when you need them – for a fraction of the price it would cost to expand your team.

Do these issues plague your business?

- **Time crunch?** Not enough time in the day to accomplish everything necessary to keep your own network optimized?
- **Management struggles?** Need to find a more efficient way to manage your company's network?
- **IT budget crunch?** Under pressure reduce IT costs, increase value or maximize profitability?

Program Advantages:

- **Improved efficiency of your MIS team:** With our monitoring solution, we can help you do more with less by automating many of the routine tasks and activities that consume much of your technicians' time
- **Faster issue resolution** with full-time network monitoring: With 24x7x365 monitoring, we dramatically shorten the time from computer failure to issue resolution. Our technicians always know the health of your network.
- **Fast remote support** and troubleshooting: Remotely diagnosing and remediating network, server and desktop issues to help your employees resume their business activities as quickly as possible.



- **Network Monitoring** constantly tracks the performance of your network – bandwidth, errors and other key indicators. This means your users always experience a stable
- **Monitoring of Your Backup Solution** ensures the backup of your important corporate data occurs as scheduled and without error, protecting your organization from data damage or loss.
- **Firewall Availability** Monitoring ensures that your firewall remains connected and functioning, providing the protection you require.
- **Antivirus Monitoring** and Updates on Servers and Workstations ensures your antivirus programs are functioning properly and that the latest industry security updates to your systems are being received and installed.
- **Network Health Assessment** determines the overall stability of your network.
- **Asset Tracking** delivers greater control of your IT assets through regular audits of the network assets.

Standard Features	Description
Complete Server Monitoring	Monitoring of the health and performance of your servers and shared applications
Complete PC Monitoring	Monitoring of the health and performance of your PC's
Backup Monitoring	Monitoring the success of your onsite or remote backup solution
Firewall and Switch Monitoring	Monitor SNMP enabled switches and firewalls for Connectivity, Log Activity,
License Compliance	Verifying the software you own is what is really being used by your employees
Automated Alerts	Configure alerts on for connectivity, performance stats (CPU Disk Memory), raid status, service availability, antivirus problems, backup failures, patch levels and much more
Standard Reporting	Detailed Network Health Reporting
Support Escalation	You can escalate a service ticket to Future Link for additional support if you need specialized support or just additional help

Future Link



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