



**CELERA**NETWORKS

Making **Technology** Work For You

## CELERA COMPLETE MANAGED CARE

# Celera Complete Managed Care

Our Premier Offering provides Support, Monitoring, Maintenance and Security for your business.



### Celera Complete Managed Care

*Our full service offering covers Support, Maintenance, Monitoring and Security with value that business customers can count on.*

We take your IT personally, and strive to form strategic partnerships that help businesses stay productive and run efficiently. With Celera Complete Managed Care, your business gets Support, Monitoring, Maintenance and Security on a Proactive basis which can drastically reduce costly downtime.

Our Managed Antivirus platform is included for Workstations and Servers to protect against viruses and malware. We also include a Hosted Exchange mailbox for every Workstation on the plan. Celera's Network Operations Center (NOC) monitors your systems 24x7x365 to discover potential issues before they impact your business. Our Help Desk and Engineering Team are available 24x7 to mitigate issues as they arise.

With Celera Complete, Help Desk and On-Site Engineering Time is included for all covered issues. Any service that is required on existing workstations, servers, applications and systems is completely covered by the Celera Complete Managed Care Plan. This allows your business to obtain the necessary support services while maintaining your technology budget.

**"It's like having your own In-House IT Department."**

### Celera Complete Server

*Detect and stop IT issues before they affect your bottom line.*

Your servers are the heart of your IT Infrastructure. Any downtime can mean a massive loss in productivity for your business.

Celera Complete Managed Care provides the necessary maintenance, security updates, application updates and monitoring to prevent downtime and maintain availability and stability. If a resource goes offline, we are alerted within minutes and can take action before your business is impacted.

### Celera Complete Workstation

*Support Services, Proactive Maintenance, Managed Security and Reporting.*

Celera Complete Managed Workstation Care provides comprehensive preventative maintenance services remotely. This solution includes our workstation agent within the Celera technology platform. This agent which allows us to conduct preventive maintenance services is also bundled with a managed Anti-Virus Package and a Celera Hosted Exchange Mailbox.

With Celera Complete, we generate detailed inventory reports and configurations related to all the preventive maintenance activities conducted through our Celera Networks Network Operations Center (NOC). We track serial numbers, license expirations, warranties, vendor information, detailed service responses and much more.

### Included Services

- PROACTIVE MONITORING
- PATCHING AND SECURITY UPDATES
- ON-SITE & REMOTE SUPPORT
- MANAGED ANTIVIRUS
- CELERA HOSTED EXCHANGE

### Features

- Reduce business downtime with our most comprehensive offering
- Included Help Desk and Support Services for all covered issues
- 24x7 Monitoring, Maintenance and Protection
- Application of Critical Microsoft Updates and Security Patches
- Application Updates to Java, Flash and Adobe Products
- Included Hosted Exchange Mailbox for Workstations
- Bundled Anti-Virus Protection Managed by Celera
- Inventory and Warranty Reporting

**Making Technology Work for You! Call Us TODAY!**

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