



Time and Materials with Monitoring

SisAdmin offers the services and skills of a large information technology department, but with a more flexible approach, to better meet your business's needs. Our team works with you to stabilize, secure, and standardize your technology, so that you can focus on what you do best. Our list of services includes:

Customer Support

- Provide onsite and telephone support for users, servers, workstations, desktop peripherals, and networks.
- Onsite support, Monday through Friday, 9 to 5.
- Phone support and Emergency onsite support, 24 hours per day, 7 days per week
- Detailed, bi-monthly invoice report.
- Management of upgrade projects.

Vendor Support

- Manage IT vendor relationships.
- Quote new equipment and software.
- Provide liaisons between you and your vendors.

Network Administration

- Install and maintain hardware, software, and cabling for local area network (LAN).
- Maintain integrity of connections and services with all workstations.
- Diagnose and repair network problems, including evaluating performance bottlenecks.
- Prepare plan and budget, coordinate resources, and execute tasks related to relocation of equipment and services.

Server Administration

- Install and maintain Microsoft servers, workstations, and peripherals.
- Add new user accounts and establish authorized access.
- Provide support for completion of accurate and timely file backups.

PC Support

- Install PC hardware and software.
- Set up desktop peripherals: printers, fax machines, modems, and universal power supplies.
- Troubleshoot and repair workstations.
- Setup and maintain hardware and software inventory database.

Security

- Evaluate network security, including hardware policies and procedures.
- Maintain firewalls and other security devices.
- Offer virus software implementation and maintenance.
- Provide spam and popup protection.
- Provide spyware protection and cleaning.

Software Audits

- Perform in-house software licensing audits.
- Provide recommendations to licensing shortfalls, as needed; implement recommendations.
- Create and maintain software licensing book.

Internet Support

- Evaluate Internet service requirements and select Internet service provider (ISP).
- Manage setup and maintenance of Internet services.

E-mail Support

- Summarize E-mail needs and provide a solution.
- Set up Mail server and provide support for e-mail system.

Server Monitoring

SisAdmin can provide monitoring for individual servers at an affordable rate for smaller businesses. This plan offers you the security of knowing that your server is being watched, with the flexibility of a time and materials contract.

Our monitoring includes:

- Installing an agent on your server that allows us to monitor it on our Network Operating Console.
- Creating notification plans to inform either you or our engineers if critical systems on that server fail.
- Keeping an eye on the Console during work hours, and letting you know if something goes awry.
- A twice-yearly Executive Summary that tracks your server's status.