



Sis Care

One Plan, One Standard

We have one plan that incorporates all the products and services necessary to provide the end-results and business value your company deserves. That plan is based on a simple per device pricing structure that is clear and easy to understand.

Over the course of 15 years in business we've learned that there are essential elements that every business must leverage to support day-to-day operations, fully align IT with business strategy, and drive business value creation. We have included these elements, and more, in our SisCare Plan.

The Best Approach

The foundation of our plan is a proven methodology that evaluates your technical operations and carries on with constant assessment and alignment with our proprietary standards and best practices.

We serve as your Virtual Chief Information Officer, or VCIO, collaborating with your executive leadership team on a quarterly basis to provide guidance and expertise in order to continuously improve your network. Information technology never rests. To keep pace with this reality, we are committed to constant and never-ending improvement in everything we do.

Our approach to your technical health can be likened to your personal health. Much as you would visit your doctor for an annual physical, and take steps throughout the year to measure and improve your overall well-being upon the advice and expertise of your physician, we quantify your technical health and take the necessary steps to improve it. We serve as your company's technical healthcare team.



SisCare Benefits

Peace of mind: Let us be your network guardian, enabling you to focus on your core business activities.

Stability: Through our proactive approach, we will reduce the number of service calls you make dramatically. We will reduce IT failure in general, and, if a system does go down, we will get you back up faster, reducing the costs of downtime.

Confidence: We will improve your business productivity by proactively detecting and resolving issues before they happen. Our scheduled preventative maintenance activities are designed to keep your network operating as efficiently as possible. Your employees will be well supported by highly skilled, personably engineers who will treat them with respect.

Security: By providing regular checkups, your antivirus and antimalware protections will be up to date, and other important elements of your network will be proactively guarded. We reduce the likelihood that your network will be compromised by a virus, worm, hacker or other malicious attack.

Trust: With SisCare, you will have access to a wealth of IT expertise, tools and experience. Our experienced, dedicated team uses industry-leading management tools to provide you with the highest level of service. SisAdmin is a certified Microsoft Partner, and a member of the Better Business Bureau in good standing.



SisCare Services

Monitoring	
Availability of critical systems	24/7
Predictive network monitoring	24/7
Security, incl. antivirus, antimalware, and firewall	24/7
Email performance	24/7
Backup job success & completion	Daily
Maintenance	
Preventative maintenance checklist	Daily
Backup job maintenance & management	Daily
Critical updates for servers	Weekly
Critical updates for workstations	Weekly
Asset management & inventory	Real time
Line of Business application in-version updates	As Needed
Security	
Antivirus management	As Needed
Antimalware management	As Needed
Firewall management	As Needed
SPAM management	Optional
User Support	
Service Desk, 7am – 5pm weekdays	As Needed
Reactive onsite support	As Needed
Emergency after hours support	As Needed
Consulting	
VCIO business integration	As Needed
VCIO business review	Quarterly
Budgeting	Annually
Documentation & Reporting	
Comprehensive network documentation	Twice yearly
Comprehensive technical health evaluation	Annually
Standards & best practices alignment	Continuous
Executive Summary	Monthly

Additional Optional Services

- IT strategy and operations consulting services
- Business continuity and disaster recovery solutions
- Line of business application implementations and upgrades
- Infrastructure improvements and upgrade projects
- Project management
- Spam-filtering, email archiving and encryption services
- Regulatory compliance evaluation (HIPAA & PCI)

