

■ AOCC provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. AOCC uses advanced processes, tools and methodologies, to deliver superior services that match your needs.

You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. AOCC will help you turn your data networks into an effective, efficient component of your growing business.

COMPREHENSIVE SERVER MANAGEMENT

Our comprehensive server management keeps your servers running, available and secure.

Server Service Level Program

- Security Patch Management - SQL Server, Exchange, IIS, OS
- Virus Definition Management
- Backup Management
- Firmware Management
- Service Monitoring and Notification
- Event Log Monitoring
- Disaster Recovery Coverage

MULTIPLE SERVICE LEVELS FOR WORKSTATION MANAGEMENT

Our comprehensive Workstation level services are designed to keep your systems and personnel productive. Each program provides varying levels of coverage based on user, desired results and budget without compromising quality.

Level 1 Service Program

Provides the basic services to keep the workstation secure and notify us of any imminent problems.

- Security Patch Management
- System Log Monitoring
- Virus Protection Management
- Daily System Audits
- End User Support Portal
- Monthly Management Reports

Level 2 Service Program

Provides more advanced security measures for dealing with malicious threats, establishes baseline policies, asset tracking and changes, software rollout and upgrades and overall health of the workstation.

- Security Patch Management
- System Log Monitoring
- Virus Protection Management
- Daily System Audits
- End User Support Portal
- Monthly Management Reports
- Application Deployment
- Application Addition and Change Notification
- Hardware Change Notification
- Security Log Monitoring
- Application Log Monitoring
- Security Log Monitoring
- Spyware Removal and Management
- Bandwidth Usage Tracking
- Asset Management
- Report Generation
- Remote Management

Level 3 Service Program

The ultimate protection to keep critical workstations and users operational.

- Security Patch Management
- System Log Monitoring
- Virus Protection Management
- Daily System Audits
- End User Support Portal
- Monthly Management Reports
- Application Deployment
- Application Addition and Change Notification
- Hardware Change Notification
- Security Log Monitoring
- Application Log Monitoring
- Spyware Removal and Management
- Bandwidth Usage Tracking
- Asset Management
- Report Generation
- Remote Management
- End User Remote Control
- Desktop Policy Enforcement
- Backup and Disaster Recovery