



## Managed Services

Real-time Network Management & Support

BC Networks' Managed Services Program provides comprehensive ongoing preventative computer and network support, and real-time monitoring.

*"Attracting and retaining technical talent has always been a challenge and problematic at best. I have dealt with many integration companies who have serviced our business, and have never had the peace of mind I do now.*

*Now with BC Networks' my systems and network are easy to manage and very secure. The whole transformation process was fast and affordable.*

*For the first time, I know where I'm headed with technology and have a partner that will help me get there."*

*-Satisfied Customer*



### IT Managed Services for Small Business

If you're looking for a more effective way to manage your businesses IT systems and avoid problems before they impact your businesses efficiency and productivity BC Networks' Managed Services Program is ready to deliver for you.

Our program is designed specifically for small to medium sized organizations. Some of these essential services like 24x7 real-time monitoring, server and desktop management, network are combined with remote system administration and end-user support. This combination provides you with peace of mind. You even have the option to choose the right blend of services to meet your business' needs.

**Every "managed" service program includes five key elements:**

- **Comprehensive technology assessment** which identifies immediate and future needs and a strategic technology roadmap
- **Comprehensive Stabilization plan** to guide you through the early stages of the program
- **Regularly scheduled maintenance and support** to maintain a productive computing environment
- **Remote support capability** to ensure fast response and short time to problem resolution
- **An effective online business system & knowledgebase** for tracking project progress, incidents and problems to resolution



BC Networks' Managed Services Program (MSP) includes a wide range of services, from remote network monitoring, to supplemental support, to full outsourcing plans. From our Network Optimization Center (NOC) we offer you the peace of mind that your network is being proactively monitored and maintained around the clock 24x7x365. We define our working relationship through a service level agreement (SLA) to ensure we understand and exceed your business expectations. The following is an overview of the various Managed Service Programs available.

### MSP - Standard

Our 'Standard' package provides small and medium sized businesses with the peace of mind of 24x7 network monitoring at a fraction of the cost of most enterprise-class solutions. BCN Central is a Web-based application that monitors the availability of devices and applications, and notifies via e-mail or pager in the event of failed key network elements, such as switches, servers, routers along with other mission critical devices and applications. In addition, BCN Central provides detailed performance reporting for capacity planning and predictive analysis, including role-based views for both business and technical users alike.

#### Services Included

- 24x7 remote network monitoring
- BCN Central technical support

### MSP - Premier

Our 'Premier' package includes network support in addition to monitoring. Our Premier Level 2 support is for those businesses that require supplemental support for their IT infrastructure. Premier Level 1 support is for companies that prefer a proactive incident-based outsourcing arrangement. If BCN Central detects a network problem or failure, under:

**Premier Level 1** – One of our Systems Analyst will immediately attempt to determine the source by securely logging into your network to quickly resolve the issue. If the issue cannot be resolved remotely, we will escalate the issue by contacting your vendor, service provider or dispatch one of our Systems Analysts.

**Premier Level 2** – We will notify your IT manager to resolve the problem and be on standby, monitoring the issue until resolution, or act as a point of escalation if required. We will securely log into your network to quickly resolve the issue. If the issue cannot be resolved remotely, a Systems Analyst will be dispatched, as required.

#### Services Included

- 24x7 remote network monitoring
- BCN Central technical support
- Telephone and e-mail support
- Systems Analyst available 24x7 for notifications and escalation
- Remote troubleshooting
- Escalation within 1.5 hours of detection
- Incident-based onsite support
- Emergency support

### MSP - Premier +

In addition to the benefits of the Premium Level 1 offering, the 'Premier Plus' service package includes scheduled on-site support for your network. Based on your organization's requirements, a Systems Analyst will be onsite at your location for a predetermined number of hours per week. Professional services such as capacity planning, growth planning, backup procedures, and hardware/software integration are also provided.

#### Services Included

- 24x7 remote network monitoring
- BCN Central technical support
- Telephone and e-mail support
- Systems Analyst available 24x7 for notifications and escalation
- Remote troubleshooting
- Escalation within 1.5 hours of detection
- Scheduled onsite support
- Emergency support
- Technology Assessment (optional)

### MSP - Managed

Our user-based 'Managed' service package is designed specifically for those organizations that want to pay one monthly price for IT service and support with no surprises. Your IT infrastructure will be monitored 24x7 from our NOC to ensure your business' critical devices and applications are operating properly. In addition, all support will be dispatched as required including emergency support which may also be included in the monthly fee. A service level agreement is required for all engagements, which clearly outline service requirements and business expectations.

#### Services Included

- 24x7 remote network monitoring
- BCN Central technical support
- Telephone and e-mail support
- Systems Analyst available 24x7 for notifications
- Remote troubleshooting
- Escalation within 1.5 hours of detection
- Onsite support
- Emergency support
- Technology Assessment (required)



**BC NETWORKS™**  
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