



# TECHNOLOGY

Finding the right fit to support your business technology needs can be a challenge. Marcus Networking can provide customized and comprehensive technology solutions that are designed to fit your business technology and provide you with the service and support that you need.

Once engaged as a customer of Marcus Networking, you can expect a team approach to understanding your business, your users, and your needs; as well as utilizing our experience and knowledge to build a plan to implement your future wants. We provide 24/7 support to our customers 365 days a year. Marcus Networking is committed to solving your business technology needs, saving you money, and creating a business partnership that fits.

## MANAGED SERVICES

Managed services refer to IT services delivered in a defined manner with a predictable expense. Typically, managed services are delivered with a remote monitoring and management (RMM) system that allows an IT solution provider to monitor the health and performance of customer IT assets 24/7. RMM means that we can perform proactive maintenance efficiently to stabilize your IT, and respond with rapid remote remediation when things go wrong.

### Network Monitoring Services

It's straight-forward and simple, we offer 24/7 monitoring of your critical network devices and business applications, so you can rest assured that your systems and applications are available when you need them.

**DURING BUSINESS HOURS:** During business hours, you will generally know of a major network problem before we do. Power outages, server problems, and Internet interruptions are to name a few. Although our systems will notify us when these events happen, please contact us immediately to report these types of problems. Help Desk is open 24/7, please call (602) 427.5049.

**AFTER BUSINESS HOURS:** When a monitored event occurs, we will triage the condition causing the event and follow the previously discussed escalation procedures for reacting to and notifying you of monitored events. Service Recipient hereby authorizes Marcus Networking to respond accordingly to after business hours events to minimize the downtime for the Service Recipient.

## NETWORK ASSESSMENTS

Marcus Networking provides a review with comprehensive reports of discovered devices, noting equipment serviced by the network. MNI reports on all assets and provides you with a site hardware status and site warranty status. In addition, all workstation hardware and inventory of software will be assessed. Marcus Networking will evaluate the network server health, workstation health & Windows licensing. MNI summarizes those reports with site security & site business as well as executive summaries.



## BUSINESS SOFTWARE ASSESSMENTS

Using a detailed software inventory report, Marcus Networking can review current deployment and version levels to ensure compliance with existing contracts and to forecast future needs and upgrades. Marcus Networking can also be alerted when new software is installed and create reports to identify new software that may represent a security threat or non-compliance.

## ANTI SPAM & BACK UP SERVICES

Marcus Networking understands that no two customers are alike. Our value added services were created to protect your business and ensure connectivity with customers. We offer the following value added services:

- **Anti-Spam Solutions:** Email processed by a Microsoft Exchange Server is filtered by a third party Partner Service before delivery to your Exchange Server. This service filters inbound email messages for spam and quarantines suspicious messages, scans inbound email messages being sent from outside your company for viruses, and includes "spooling" or holding of your inbound mail in the event your Exchange Server is down.
- **Offsite/Local Data Backup Storage:** Our Backup Software runs at designated times, predetermined by Marcus Networking. Depending on your environment, a local backup copy may be created or an online offsite copy may be created. Music files and user personal pictures are excluded from this backup to preserve space and will not be available or restorable in the event those items are lost or deleted.

Can you quickly restart your business operation if you have to? If the answer is no, it is time to get a plan in place to protect your employees, customers, and business assets. Marcus Networking has applications and strategies designed to protect and quickly restore your business operation if conditions warrant it.

## RISK MANAGEMENT

MNI utilizes preventative software that is a loss prevention tool. MNI software provides notifications in events such as warnings, failures, and disk capacity running low. These notifications prompt MNI to check your server, enabling us to fix the problem before it becomes a major issue.

In addition to our network assessments, MNI can provide a comprehensive blue print to help limit the weaknesses of your IT network. MNI refers to ISO standards as well as Microsoft best practices that dictate network topology.

## LEGISLATIVE COMPLIANCE

Marcus Networking can play an important role in helping you achieve standards compliance and maintain the integrity of your IT infrastructure. Figuring out how to comply doesn't have to be complex and expensive. We're already familiar with the standards and our complete managed services model enables us to quickly identify any areas of your IT network that are not yet up to your standards.

To assess your level of current compliance, we'll conduct a non-intrusive network scan. The scan focuses on seven key areas and is a great way to establish a baseline for making improvements.

**CONTACT US FOR MORE INFORMATION:**



**Sales**

**602.427.5027**

**[sales@marcusnetworking.com](mailto:sales@marcusnetworking.com)**

**[www.marcusnetworking.com](http://www.marcusnetworking.com)**