



Connecting People with Technology

Proactive Network Management Program

The Proactive Network Management Program allows for the monthly monitoring, forecasting and updating of your network servers and infrastructure hardware. This program will increase your network up time and allows for preventative service versus reactive service.

Functions Performed Monthly

- Maintenance of all network Novell/NT Netware logon and password information
- Maintenance of all mail server Groupwise/MS Exchange logon and rights information
- Diagnose/repair all mail server Netware and Groupwise/MS Exchange Server issues
- Research Server BIOS updates and apply
- Research Novell/Microsoft NOSNT Netware updates and apply
- Research backup application updates and apply
- Research backup hardware firmware updates and apply
- Research anti-virus application updates and apply
- Check that backup procedures are completed successfully
- Check that the Novell GroupWise/Microsoft/NT Groupwise/MS Exchange email is performing at industry acceptable levels
- Check that the Internet browser is performing at industry acceptable levels
- Check that servers are updated with the latest virus signature files and document last update revision and date
- Check and document utilization statistics (CPU, RAM, Fixed Disk and Backup)
- Purge deleted files and optimize disk space
- Event Viewer Log errors and warnings

Functions Performed Monthly

- Review and document UPS Event Log errors and warnings
- Check the infrastructure (Switches, Routers, Firewall) is performing optimally and as intended
- Create status report of the following: Server - system summary, Messaging - functionality, Backup - functionality, Anti-virus - functionality, Internet - connectivity, Infrastructure - stability and security
- Consult available on any open network issues

Benefits

- Keeps your technology investment fully functional
- Increases hardware performance
- Provides a more stable environment
- Guarantees user information and access rights are always current
- Provides priority service
- Provides technical staff who are certified and experienced on the latest technologies
- Dedicates Network Engineers who know your network



trust
reliability
expertise