



## Remote IT - Remote Network Management Services

### What is Remote IT?



SoftwareUnlimited's Remote IT network management service takes a proactive approach to detecting and solving problems before they cause downtime. Don't wait for an engineer to drive to your location. With Remote IT, we connect to your network from our location and quickly and efficiently make the necessary configuration changes. Our Remote IT service features:

- Immediate response - instant access to SoftwareUnlimited's technical staff
- Failure prevention - we identify problems before they result in downtime
- Optimization - we maximize your investment in information technology
- Backup monitoring - we ensure the safety of the critical data on your system
- Configuration changes - we keep your networks accurate and up-to-date
- Reporting - we let you know the problems, system bottlenecks encountered, work performed and recommendations for improved system performance

### How does Remote IT prevent downtime?

SoftwareUnlimited's Remote IT network management service provides a proactive approach to detecting and solving problems before they cause downtime. When you need assistance, you have immediate access to SoftwareUnlimited's expert engineers. With Remote IT, we:

- Quickly respond to problems
- Review your system to identify bottlenecks and optimize your network
- Monitor your backups, anti-virus updates, etc.
- Perform configuration changes and enhance performance

### How can Remote IT help me?

With Remote IT, you'll receive:

- Reduced costs - we provide immediate response to network problems
- Enhanced employee efficiency - we eliminate bottlenecks
- Improved customer service - we optimize network performance
- Enhanced image and reputation - we improve protection of your "information assets"