

## **“Proactive IT management for the Small/Medium Business”**

Proactive computer systems management is much like running a business. To be successful, you have to: (1) decide on a desired outcome, (2) take action, (3) monitor feedback, (4) take corrective action. This is the concept of RCS Managed IT Services.

The typical method of computer management is the break/fix cycle. You don't call for help until something is broken. This turns into more system downtime, expensive service calls, and decreased productivity. Only the symptoms get treatment, never the cause. You are also unwilling to call to ask for training or simple help for fear of the added cost.

With Reliance Managed Services, you get:

- Remote monitoring - Desktop, Laptops, and Servers. Instant notification before system errors snowball into failure.
- S.M.A.R.T. diagnostics notification of imminent hard drive failure.
- Over 70% of all problems can be corrected quickly by remote access.
- Increased Security -
  - Alerts when unknown computers connect to your network.
  - Patch Management
  - Managed Anti-Virus and Antispyware - We monitor for alerts and missing updates and respond immediately.
  - Nightly disk backups - Choose to backup data or perform a full disk image. Disk images allow us to quickly return your computer to the same state it was in before a crash.
- Reduced onsite service fees for Managed Service clients.
- Monthly fees of \$15 to \$55 per computer based on service level agreement.
- **Try it without any contract lock-in for 90 days.**

Call now for a free  
computer / network health checkup!