

Intelligent remote monitoring and management backed by a 24/7 Network Operations Center

Organizations face tremendous challenges to increase operational efficiency and drive profitable growth of their businesses. One of the keys is striking a balance between maintaining and managing your technicians and network so they are efficiently utilized.

Like other MSPs, you may find it costly to keep your servers and applications running efficiently, often working nights and weekends to offer a 24/7 level of service. That's why many organizations have migrated client-driven administrative tasks from "doing-it-yourself" to remote monitoring and management (RMM) software and services.

What sets us apart

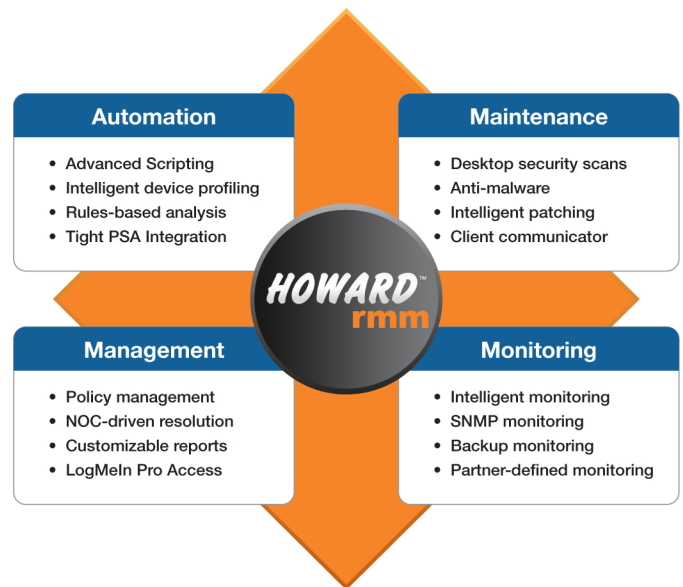
In the RMM world, other providers offer remote monitoring but none offer true management. We deliver full problem resolution by tightly integrating a world-class Network Operations Center (NOC) supported by 600 engineers and technicians with a comprehensive, SaaS-based management portal.

Our unique and industry-leading combination of RMM and NOC capabilities allows us to deliver the only end-to-end managed services solution available today. Which means you can dramatically increase your operational efficiency with our platform to backup, monitor, troubleshoot, and maintain desktops, servers, mobile devices and other endpoints for your organization.

Bottom line, we are 100% committed to you, and can help achieve a level of automation, efficiency and profit with Howard's true management approach to RMM that is not possible with yes.

Howard server advantages

Howard's software administration system and NOC services offer scalable solutions that lay a strong foundation and support structure so that your IT offerings can truly thrive. The Howard RMM platform is hosted in U.S.-based data centers. Functionality includes monitoring, alerting, integrated ticketing, automated recommendations, remote control, scripting, patch management, antivirus software, and reporting.



What's more, we set the industry standard for intelligent incident monitoring and resolution by offering server profiling, alert analysis and exceptional data center expertise. The key is our ability to constantly update, consolidate and convert information on fixes into business rules. These rules are used to analyze event logs, performance metrics and processes to quickly determine the steps required to resolve hardware, operating system and application issues.

Our hosted solution for servers includes the right blend of remote monitoring and management tools, NOC services and third-party bundled software options to provide efficient and cost-effective server management. We offer distinct server management service plans targeted to suit specific service requirements.

Remote Server Care – Remote Server Care is the perfect level of service. Our talented technical teams are at the ready to investigate and resolve server issues whether they are generated by our RMM alerts or raised by your team via the ticketing system. You benefit from the Howard's NOC critical notification and remediation teams as well as the remote troubleshooting team for your service requests. You can forward any event identities, application messages, windows error messages and other anomalies to Howard for best-effort troubleshooting and resolution.

Howard desktop advantages

Desktop management can be resource-intensive and time consuming. The mundane activities required for desktop management usually score low on the list of tasks technician prefer, and desktops are expensive to maintain. Small or medium size businesses can spend \$4,000 over three years to manage and maintain a single desktop.

To better meet the Windows and MAC desktop management needs of your clients, you can either complement your own help desk services with our NOC, or completely outsource desktop management to our U.S.-based help desk. If you choose the help desk option, you can either route your help desk calls to our help desk or have your clients call our tollfree number directly for support. The Help Desk is available 24 x 7 (starting in Q2 2012) and technicians always answer using your company's name.

Total Desktop Care Plus

Howard's Total Desktop Care Plus (TDC+) offers you the optimal blend of RMM tools, back office services and bundled third-party software options to provide efficient and effective desktop management.

TDC+ helps automate up to 40% of the time-consuming tasks related to maintaining and troubleshooting common desktop issues, freeing your technicians to focus on higher value work.

TDC+ is used by many MSPs as an introductory service to gain new business. Once your clients experience your quality desktop management services, you have the opportunity to expand your business relationship to include other IT projects.

Highlights include:

- Back office services for desktop maintenance, including patch management, anti-virus, spyware and product support.
- Management of all client sites from a single console and remote access using LogMeIn.
- Easy to deploy administrative scripts.
- Client communication tools to keep your brand in front of your clients.
- Client access portal and executive reporting including LogMeIn remote access for Clients.
- Free interactive technical training.

Discover a better way to advance your technology delivery

Costs associated with manpower and building your IT management processes and expertise can cost 80% of your operating budget. With Howard's RMM, you have the opportunity to lower these costs by leveraging these software and service capabilities:

- 1. We stay behind-the-scenes** : Howard NOC technicians proactively maintain client systems and actively resolve system issues. Your staff is continuously updated and you maintain the client relationship.
- 2. Trained expert team at your side** : Howard's NOC has developed extensive expertise. We continuously capture, document and codify our experience in the form of business rules and a knowledge base, so that our NOC technicians and partners can have quick access to the recommended steps for problem resolution.
- 3. 24x7 services** : The Howard team monitors and manages your systems around the clock, 365 days a year.
- 4. Fixed price** : There are no surprises, you know exactly how much Howard RMM software and services cost based on the number of software agents you have deployed, no matter how many tickets have been issued and resolved.
- 5. Pay-As-You-Grow** : Why waste money investing in licenses you never use? When you add a client, retire a server, or close down an office, your charges are adjusted to reflect only the number of active agents.

RMM service features

Automation	
Scripting & Configuration Center	Howard provides an extensive library of pre-created scripts you can use to help automate tasks and monitor systems. No programming is required. All scripts are deployed through an easy-to-use visual web interface. Deploy to a single machine or across multiple sites on-demand or on a scheduled basis. Use scripts to standardize user configurations across any desktop running RMM. Download application installers directly from the Internet or deploy locally to consolidate Internet bandwidth.
Asset & Inventory Scans	Scans are scheduled to run weekly to capture hardware, software, and operating system settings from users' desktops. This data is reported back to our data center in Fremont, CA and is reported on in the ITS portal.
Logical Disk Checks	Each logical disk on the server is checked to assure there is more than 750 free megabytes always available.
Maintenance	
Anti-Virus Management	Scheduled anti-virus installation checks and definition updates for many anti-virus applications are available. Our agents ensure that antivirus software is properly installed and verify that the latest antivirus definition files have been updated and applied.
Microsoft Patching	Configure, deploy and view all Microsoft patches security related a non-security related. Microsoft patching has become a critical and time-consuming task. While automatic updates simplify patch deployment, Continuum will test patches to ensure they are reliable before adding them to automatic deployments.
Client Communicator	The Client Communicator runs in the system tray and improves client communication and support through messaging, self-healing functions, end user ticket generation, and access to company contact information.
Management	
Intelligent Problem Resolution	Our knowledge base is continuously updated and has been built with over seven years of NOC experience. Alert remediation is optimized using rules-based analysis to expedite the resolution of server, software, and operating systems issues.
NOC Services technical teams support your client project	We resolve alerts and tickets raised by RMM Intelligent monitoring scripts and call you by phone for critical alerts like when a server is unavailable. In addition, our team troubleshoots problems with the agent software and supported applications: Desktop Agent, Server Agent, Gateway Software, Remote Agent Deployment Tool IP Scanner and Spybot.
Reporting	Howard also provides three Executive Reports: On-Demand Executive, Monthly Executive (short), and Monthly Executive (detailed) these help demonstrate the value of the system to your clients. You can also customize Hardware reporting using the reporting tools.
Monitoring	
SNMP Monitoring	Unify network device management through SNMP monitoring of network devices such as printers, UPSs, firewalls, and Routers.
Alert Generation	Alerts are based on conditional monitoring configured by our service delivery managers that continuously capture, document and update the intelligent monitoring system.
Alert Analysis	For every alert that is generated, there is a knowledge base entry recommending a resolution to the issue. This limits the troubleshooting required and speeds resolution time for server alerts.

LogMeIn Pro Access, Anti-Malware Software and PSA Integration all Included

For your convenience, we bundle antivirus, antispymware and LogMeIn Pro remote access software together with our solutions. Howard's RMM software also includes tight two-way integration with leading PSA vendors that allows partners to assign tickets to our staff.

	Remote Server Care	Total Desktop Care +	Virtual Service Desk
Howard Platform			
Server & Device Intelligent Monitoring	X		
Asset & Inventory Reporting	X	X	X
Scripting & Configuration Center	X	X	X
Desktop Preventive Maintenance		X	X
Client Communicator		X	X
Back Office Teams			
Product Support Team	X	X	X
24x7 Critical Monitoring Team	X		
24x7 Remote Support Team	X		
24x7 Service Request Team	X		
Service Desk Team			X
Third Party Integration Partners			
Anti-Virus		X	X
Anti-Spyware		X	X
PSA Integration	X	X	X
LogMeIn Pro	X	X	X

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