

Managed Information Technology Service



Proactive, Consistent, Affordable



*Oak Computer
Systems*

Managed Service Provider

708-579-1625

www.Oakcomputersystems.com

It's Like Having Your Own IT Department



System downtime, viruses, spyware, loss of productivity.... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.

Proactive, Flexible, Affordable, Managed

At **Oak Computers** we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

Managed Plan Levels from **Oak Computers** consists of various service level offerings that provide affordable proactive IT management and support. Utilizing our unique framework for providing managed IT services, **Oak Computers** provides a range of proactive services designed to optimize your technology investment and maximize the productivity of your people and business.

It's not just about monitoring that lets you know something is wrong ...

And it's not just about remote access to your systems to troubleshoot issues ...

It's about a proactive preventative approach to IT systems management.

This is possible through the use of a series of "Best Practices" that we have developed over years of collective experience.

Best practices for tasks such as:

- Spyware Protection and Removal
- Virus Protection
- Critical Functionality Monitoring
- Proactive Maintenance
- Security Patch Management
- Application Usage
- System Auditing
- Backup and Disaster Recovery

Best practices that are embodied in an automated state-of-the-art infrastructure that gives you immediate response time, access to resources and proactive solutions.

Our technology expertise becomes your competitive advantage.

By maximizing the benefits of technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently.

As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any impact on your business.

Oak Computers has several **Managed Plan Levels** to fulfill your company's need for becoming more efficient and profitable.



A proactive, preventative approach to IT management.

Let Oak Computers help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

Productive, Dependable, Secure

MULTIPLE SERVICE LEVELS FOR WORKSTATION MANAGEMENT

Our comprehensive Workstation level services are designed to keep your systems and personnel productive. Each program provides varying levels of coverage based on user, desired results and budget without compromising quality.

COMPREHENSIVE SERVER MANAGEMENT

Our comprehensive server management keeps your servers running, available and secure.

Managed Plan Levels	Workstations / Laptops			Servers
	Basic	Preferred	Preferred Plus	
Asset, Inventory, Collection, Audit, Reporting	X	X	X	X
Patch management (Updates, Service Packs, Hot Fixes)	X	X	X	X
Antivirus Monitoring/Removal	X	X	X	X
Spyware Monitoring/Removal	X	X	X	X
System Event log monitoring	X	X	X	X
Security log monitoring	X	X	X	X
Application log monitoring	X	X	X	X
Remote Access	X	X	X	X
Performance Optimization	X	X	X	X
Email Configuration, monitoring and Support	X	X	X	X
Management reports	X	X	X	X
IT and Office Equipment acquisition assistance. "Oak Trusted Advisor"	X	X	X	X
Backup and Disaster Recovery. Backup monitoring and Reporting		X	X	X
Application Deployment		X	X	X
New device or peripheral installation assistance via remote access.		X	X	X
User account setup and configuration.		X	X	X
Notification to Client of Issues that need correction by on-site staff or via scheduled work through Oak Computersy	Notification Only	X	X	X
Helpdesk Support via Ticket and Email		X	X	X
Priority Helpdesk Support via Phone			X	X
Hardware Vendor service coordination (warranty dispatch)			X	X

	Network, Firewall, Internet
Network Usage Monitoring	X
Network Infrastructure Configuration, Monitoring and Updates	X
Firewall Configuration, Monitoring and Updates	X
Internet Configuration and Monitoring	X
Helpdesk Support via Ticket, Email, Priority Phone	X
New Device or Peripheral Installation	X
Hardware Vendor service coordination (warranty dispatch)	X
Network Equipment and Internet Service acquisition assistance. "Oak Trusted Advisor"	X
Management reports	X

Ask us about custom solutions and projects.



“Since we began utilizing this service our business has become more efficient and profitable.”

Proactive IT Management

OUR PLEDGE TO YOU

Oak Computers provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. **Oak Computers** uses advanced processes, tools and methodologies, to deliver superior services that match your needs. You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. We will help you turn your data networks into an effective, efficient component of your growing business.

Oak Computers will keep you informed by providing regular communication and executive reports covering the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

Oak Computers' goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs.



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837 S. Waiola Ave. La Grange, IL 60525

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