



Managed Service Solutions

Focus On *Your* Business – We Focus on your IT!

At CATS CO, we know you can only manage what you can measure. Our 24/7 monitoring, alerting and reporting service provides us with the information, data, network performance trending analysis and security vulnerability information critical to service, plan and manage your IT environment.

You have invested in your IT infrastructure and rely on its performance, security and reliability. CATS CO not only ensures you have a qualified team ready to service this critical asset but also the real time data to ensure its being done efficiently, when needed, using the most advanced network asset tracking and performance monitoring.

As your Managed Services Provider, we focus on:

1. **Prevention & Maintenance** vs. Break/Fix - reducing downtime
2. Increasing user productivity and efficiency
3. Eliminating infrastructure bottlenecks that create delays in business operations
4. Reducing and removing unnecessary IT costs
5. Securing and protecting your network and data from intrusion or loss
6. **And most importantly, satisfying your IT needs as a business operator!**



Key Features

24/7 Monitoring, Alerts & Reporting

- Covers all systems and network devices
- Monthly reports provided and reviewed by experts
- Proactive real time monitoring and alerts identify, track, report issues effecting security, performance, and reliability

Asset Management

- Valuable asset-based control
- Complete summary of all hardware & software
- Comprehensive details of asset inventories
- Up-to-date warranty and license status information
- Identification and management of unauthorized software

Quarterly Business Review

Our network service program includes a Quarterly Business Review for your organization. Prior to each QBR, CATS CO will audit all alerts and reports generated over the preceding 90 days and prepare a comprehensive analysis of our findings as well as demonstrate areas of cost savings, increase performance, security vulnerabilities, and overall network health assessment.

Security Assurance

- Reduce risk with baseline security scanning to detect security holes
- Continuous monitoring for viruses, worms, and malware
- Automated verification of data backup completion

Preventative Maintenance

- Automated delivery of preventative services
- Up-to-date security patches and monitoring of desktops and servers
- Comprehensive server health reports

These meetings are designed to to help ensure:

1. We are aligned with your company's IT objectives and goals, addressing any changes as they occur.
2. You understand the overall impact of our managed services on your business.
3. We review and update you on all work completed in the last quarter and discuss any future projects.
4. We help identify IT solutions that will address existing and future IT requirements, allowing you to focus simply on the financial decisions involved.

Example Reports

- Executive summary
- Website monitoring
- Windows server health
- Work completed summary
- Patch status details
- Asset inventory
- Device performance
- User activity

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