

The Coherus PC and Network Maintenance Solution: Co-Net[®]

Summary

The Co-Net PC and Network Maintenance solution is at the heart of every client engagement and forms the basis for establishing a working relationship between us and our clients. Co-Net is an ideal service for managing and maintaining all of your enterprise technology infrastructure from your PCs to your servers, printers, switches, routers and even telephone systems.

Co-Net is tailored to every client's specific network environment and their organizational goals and needs. It is structured as a continuing maintenance and support agreement with one goal; your peace of mind. Under Co-Net, we proactively seek out potential issues before they affect your business and correct them. In the event that you experience a problem or an issue with your network or computer for any reason, just give us a call and we'll take care of it.

Co-Net[®] Features

- Complete 'help desk' support for all PCs, servers and other network hardware
 - Hardware problems are diagnosed and repaired or replaced as required
 - Operating System and firewall issues can be diagnosed and, many times, corrected instantaneously using remote access technologies
 - Service handled remotely or on-site as required
- Proactive monitoring and system alerts
 - Monitoring software installed on your network permits us to monitor uptime, disk space, CPU and memory utilization and alerts us to networking problems or potential problems on a real-time 24/7 basis
- Network and Microsoft Operating System Support
 - Implement network directory services to manage user accounts, groups and other organizational elements utilizing best practice group policy techniques
 - Proactive management of all server and workstation operating systems to include managing and approving all associated software patching and updates
- Network-wide security and disaster recovery management
 - Installation and management of server-based Virus, Spam and Anti-Adware protection including proactive update management to all network PCs
 - Implement server-based daily backup of critical data for all network PCs with offsite archiving available
- Quartely review, client briefings and general contact with Account Manager
 - Onsite client meeting every calendar quarter to review network status, including update, trouble-processing and upgrade statistics, and recommend network changes or modifications to more efficiently support the organization
 - Ad-hoc client meetings to discuss network infrastructure issues as they arise
 - As appropriate, client meetings with account manager and associated technology experts to present options for upgrading network functionality or automating additional business processes
 - Account Manager available by phone to dicuss any and all things concerning your technology infrastrarcture and how it relates to your organization's needs