



# **QUADRAWARE**

## MANAGED IT SERVICES PROVIDER

Quadraware provides Managed IT Services to small to mid-sized businesses throughout the Indianapolis Metro area and beyond.

As a managed services provider (MSP), Quadraware offers management and support of IT network-based services, applications and equipment. As businesses become increasingly dependent on IT, the need for a reliable MSP that allows business owners and employees to focus on their core functions has become critical. The scope of service provided by an MSP varies according to the customer's needs and can involve simple system upgrades to full network management and support for a pre-established monthly fee. The key element is that it is preventive and proactive in nature.



## MANAGED IT SERVICES PROVIDER

Category	Operating System	
	Windows	Linux
Core Monitoring	Drive Space	File System Space
	Windows Service	Daemon
	-	Process
	Event Log	Log File
	Critical Events	-
Hardware and Performance Monitoring	Disk Space Change	File System Space Change
	Physical Disk Health	Physical Disk Health
	-	Physical Memory
	SNMP	SNMP
	Performance Monitoring	Performance Monitoring
	Bandwidth Monitoring	Bandwidth Monitoring
Application Monitoring	Antivirus Update	Antivirus Update
	Backup	Backup
	Exchange	Mail Transfer Agent (MTA)
	Hacker	Hacker
	File Size	-
	WSUS	Package Manager
	Script	Script
-	MySQL	
Network Services	Ping	Ping
	TCP Services	TCP Services
	Web-Site	Web-Site

**Customized reports provide insight into your IT system, including executive summaries, status reports, configuration and inventory statistics, keeping you informed of the services you receive and the status of your IT network.**

## FROM REACTIVE TO PROACTIVE

Many businesses today continue to use the reactive model and handle IT issues as they arise.

Our managed services program provides you ease of mind knowing someone is always looking over your network. We monitor your workstations and servers 24/7 and automatically fix issues we detect. We proactively patch servers and workstations, defrag hard drives, restart services, and keep an eye on it for you. Major issues are escalated to a network engineer. All this is done behind the scenes so you can focus on your core functions.

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## BELOW IS A COMPARISON OF THE REACTIVE VS. PROACTIVE APPROACH

*It's easy to see the benefits of becoming proactive!*

### REACTIVE IT SERVICES MODEL

1. An IT issue is detected.
2. You contact your IT solution provider.
3. Once you reach your IT provider, you describe the issue as you understand it.
4. If the issue cannot be resolved via email or phone, your IT provider will need to travel to your location.
5. Once at your location, the issue is diagnosed.
6. The issue is resolved.

### PROACTIVE IT SERVICES MODEL

1. Our remote monitoring tool conducts oversight of your network and IT assets – 24/7.
2. Our remote monitoring tool alerts Quadraware to a potential issue or an issue about to occur.
3. A centralized dashboard allows for remote diagnosis and remediation of the issue by a Quadraware engineer — without disruption to your business flow!

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