



REMOTE MONITORING AND MANAGEMENT

CONCORD COMPUTER CONSULTING, INC. - CCCI

24X7 MONITORING & SIMPLIFIED MANAGEMENT FOR YOUR IT ENVIRONMENT

Intel resellers have been providing hardware for their small-medium business customers' needs for decades. Now with their expanded IT services offerings, they are uniquely positioned to provide customers with a complete solution for their IT needs. This new service offering is backed by Intel's quality and brand promise.

TODAY'S BUSINESS ENVIRONMENT

Company operations are no longer bounded by "standard business hours." Today, employees, customers, and partners work at all hours of the day and expect the IT systems to run 24x7, as well. In addition, the mission critical nature of information and its availability demand that a company have a viable and sustainable solution for providing that support. At the same time, simply managing all the components in an IT environment can be challenging, with applications and devices dispersed across multiple geographies. The crux of the issue is - how do you satisfy these expanding requirements of your business in a way that is reliable, scalable and fiscally reasonable.

THE CASE FOR REMOTE MONITORING & MANAGEMENT (RMM)

Regardless, if your IT department is none, one, or a dozen, RMM can help them meet the needs of today's competitive businesses. By taking the necessity of constant monitoring and maintenance of your business systems and off-loading it to resources focused in that area, you get the benefits of "enterprise class" systems and personnel. Benefits like:

- 24x7 monitoring and support by technical experts
- Ability to do preventative maintenance
- Ability to support your IT environment across multiple geographies wherever they are located

Providing your small and medium business with these "big business" advantages is where RMM services powered by Intel come in.

FLEXIBILITY AND COST

Generally, these types of services offerings are designed in a one size fits all manner. Further, that size tends to be XXL. Now your business has the opportunity to get this enterprise class support that fits smaller business wallet.

By tiering the support options and allowing them to be dialed in to the appropriate levels means you don't pay for things you don't need. Choose from Silver, Gold, or Platinum service based on the requirements of your company's support needs.

ENTERPRISE CLASS IT SYSTEMS

What does it mean to have an "Enterprise Class" support for your IT systems? It means the facility supporting and monitoring your valuable data has been certified under one of the strictest certification programs in the IT world - SAS 70 Type II. What it means for your company is peace of mind and the ability to concentrate on business.

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