

Products & Services Available

# Computer & Network Maintenance

Everest Broadband Networks  
gives you total peace of mind  
& enables you to focus on  
what's important, your business



Everest Broadband Networks provides you with all the benefits of an internal IT department at a fraction of the cost. Access highly experienced systems engineers who will ensure your network and hardware are operating at peak efficiency and reliability.

- Cost effective
- Immediate troubleshooting – 24/7 support
- 24/7 performance monitoring - ensures issues are diagnosed & fixed quickly
- Unlimited helpdesk services
- Comprehensive reporting
- Proactive maintenance ensures reduced downtime
- Increased service quality & reliability of IT Infrastructure



Trusted Technology Partner

42 BROADWAY 16<sup>TH</sup> FLOOR

NEW YORK, NY 10004

T: 800.242.1662 | F: 212.269.1435

[www.everestbroadband.com](http://www.everestbroadband.com)

# Service Type: Desktop Packages

## Desktop Watch:

Includes Enterprise Edition anti-virus and anti-spyware software, remote monitoring and scanning services performed daily on each computer to ensure correct execution of virus and spyware software.

## Remote Desktop Care

Includes all the benefits of the Desktop Watch and also includes security patch management and internet debris removal. Each patch is manually reviewed to ensure they remain fully functional. Junk files are eliminated to free up valuable hard drive space.

## Remote Desktop Care Plus

Includes all the benefits of Desktop Watch and Desktop Care with 24/7 live desktop support. Our Technical Support team remotely accesses your computer and fixes any issues while they are on the phone to you.

## Complete Desktop Care

Includes all the benefits of Desktop Watch, Desktop Care and Desktop Care Plus with on-site technical support.

## Additional Services

- Endpoint Security
- Back up & Recovery



Trusted Technology Partner

42 BROADWAY 16<sup>TH</sup> FLOOR

NEW YORK, NY 10004

T: 800.242.1662 | F: 212.269.1435

[www.everestbroadband.com](http://www.everestbroadband.com)

# Service Type: Server Packages

## Server Watch

This package includes 24/7 monitoring of your server to ensure it is running at an optimal performance level. In the event that your server goes down, customers are notified immediately by one of our certified experts. Additionally, Everest Broadband Networks performs health checks and provides customers with a regular key trend analysis report.

## Remote Server Care

This package includes all of the benefits of Server Watch, and gives customer's security patch management, Enterprise Edition anti-virus and anti-spyware application. This remote monitoring service ensures that virus and spyware definitions are properly executed every 24 hours. With security patch management, our Network Operations Center manually reviews each patch to ensure that they are healthy and up-to-date. Once a patch update is white listed, it is deployed remotely to each server. This package also includes a maintenance log, server tuning and cleaning.

## Remote Server Care Plus

This package includes all of the benefits of Server Watch and Remote Server Care, and also gives customers live desktop support 24/7. Our Technical Support team remotely logs into your server using a remote desktop application and repairs any server issues while on the phone with you. Also included is service pack installations and backup management.

## Complete Server Care

This package includes all of the benefits of Server Watch, Remote Server Care, and Remote Server Care Plus, and also gives customers on-site technical support. When an issue is too complex to be fixed remotely, or a customer wishes to receive hands-on support, our team of certified experts comes to your office to personally solve the problem.



Trusted Technology Partner

42 BROADWAY 16<sup>TH</sup> FLOOR

NEW YORK, NY 10004

T: 800.242.1662 | F: 212.269.1435

[www.everestbroadband.com](http://www.everestbroadband.com)

# Service Type: Network Infrastructure

## Network Watch

This package includes 24/7 monitoring of your network equipment to ensure it is running at peak performance. In the event that any part of your network is down, you are notified by one of our certified experts. Additionally, Everest Broadband Networks performs health checks and provides customers with a regular key trend analysis report.

## Remote Network Care

This package includes all of the benefits of Network Watch, and in addition customers receive security patch management. With security patch management, our network operations center manually reviews each patch to ensure that they are healthy and up-to-date. Once a patch update is white listed, it is deployed remotely to each network. This package also includes a maintenance log and backup of device configurations.

## Remote Network Care Plus

This package includes all of the benefits of Network Watch, Remote Network Care and live Desktop Support 24/7. Our Technical Support team remotely log into a customers network equipment using the Telnet or SSH applications and repair any network issues over the phone. This package also includes quarterly firmware and OS upgrades.

## Complete Network Care

This package includes all of the benefits of Network Watch, Remote Network Care, and Remote Network Care Plus, and also gives customers on-site technical support. When an issue is too complex to be fixed remotely, or a customer wishes to receive hands-on support, our team of certified experts comes to your office to personally solve the problem.



Trusted Technology Partner

42 BROADWAY 16<sup>TH</sup> FLOOR

NEW YORK, NY 10004

T: 800.242.1662 | F: 212.269.1435

[www.everestbroadband.com](http://www.everestbroadband.com)