

Complete Network Management, Inc.



***ON Demand* MANAGED IT SERVICES**

279 South Hollywood Road * www.completenetwork.com * 985-580-3040



Our Services

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| <ul style="list-style-type: none">• Cabling solutions• Equipment Sales• Internet and premise communications• Video Surveillance• Voice over IP Solutions• Web and E-mail Hosting• Web Design and Development• Application Design and Programming | <ul style="list-style-type: none">• On Site Specialized Training• On Site Service• Supplemental Staffing• Technology Management Solutions• 24/7 System Monitoring• Advanced Security Solutions• Technology Auditing Services available• Remote Support |
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From your cabling to 24/7 monitoring and everything in between, Complete Network Management is just what its name implies; a Complete Network Management solution.

With 20+ dedicated professionals on staff specialized in their area of expertise, Complete Network Management has all of the skills you will need to revolutionize your business! All of this with service and pricing that is second to none.

One person can't know everything, but we have 20+ highly experienced and specialized technical staff that provide you access to the most proficient skill sets that are needed to get the job done. Our relationships with vendors like Microsoft, Cisco, Dell, E-Soft, HP, and more give us access to the latest training and support available. You don't have to worry about managing multiple relationships, put your technology in our hands and it is our job to get it done.

When you work with CNM, you work with an assigned network manager that has no less than 5 years of real world technical experience and has access to organized groups of teams that are proficient in multiple disciplines as well as his own team of engineers of whom he supervises.. Your network manager is responsible for your business. He is YOUR IT manager. You have one point of contact whose job is to make sure you are running and he has the information and tools necessary to keep your company at peak performance.

To do this, CNM will implement a system that allows us to see your network from a whole new level. We are notified if your systems are running low on drive space, server utilization is too high, a system restarts, new software is installed, bandwidth usage is too high, and these are just a few simple examples.

Not only can our system detect these things, but it can also respond to them. It can automatically issue commands to your system to repair the issues that are being reported. At the end of each month we provide you with a network health report that will summarize the health of your network.

We can produce complete inventories of hardware and software, run reports on system utilization, remote control workstations, management system updates, and much more. If you have onsite support staff, we can provide them access to our system so they can handle tickets or escalate them to our team.

Empowered with this information, your Network Manager can make much better decisions in directing resources and equipment acquisitions. Since we are able to manage the daily maintenance of our networks more efficiently, your network manager is able to direct resources to improve the efficiencies and effectiveness of your technology, These efficiencies will allow your technology investment to finally deliver its potential.

All of these resources are available for you for less than what you would typically pay a single employee. We want your investment with us to pay for itself with improvement in reliability, productivity, and cost savings. As always, our goal is cost effective Technology Management.

All of these services are covered within our management agreement that will deploy our specialized application on your network, provide you with discounted pricing on all services that we offer, and give you peace of mind knowing your technology is in the best hands around.



Management Solution

Services	Standard Service	ONDemand IT
Remote Support	✓	✓
On Site Service Call Request Processing	✓	✓
Detailed Service History	✓	✓
Detailed Service History including system alerts and alarms	✓	✓
Fastest Response times in the industry	✓	✓
Emergency Response Time Guarantee		✓
Dedicated Network Manager		✓
Levelized Billing		✓
Online Ticketing system to manage network issues		✓
24/7 Support Available		✓
Remote manageability of most equipment in your office		✓
Monthly Executive Network Health Summary		✓
Complete Hardware Inventory Reports		✓
Complete Software Inventory Reports		✓
Consolidated Event Logs/SNMP/System Health/Updates/Hardware/software Logs		✓
Discounts on all work performed across all departments		✓
Priority Disaster Recovery Support		✓
On-site or off-site scheduled maintenance or repair for covered systems.		✓
Network Health Monitoring 24/7/365		✓

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Monitoring Packages

Services	Server Monitoring	Station & Device Monitoring	Firewall Monitoring
Event Log and Resource Monitoring	✓	✓	✓
Backup Monitoring	✓		✓
Managed Updates	✓	✓	✓
Monthly Executive Network Health Summary	✓	✓	✓
Complete Hardware Inventory	✓	✓	✓
Complete Software Inventory	✓	✓	
Consolidated Event Logs/SNMP/System Health/Updates/Hardware/software Logs	✓	✓	✓
Web Based Remote Management	✓	✓	✓
Monthly Managed maintenance tasks (ex: disk cleanup, defragmentation, etc.)	✓	✓	
Reactive scripts for Problem Resolution for Common Problems	✓	✓	
Automated Application Deployment available	✓	✓	
Application Blocking (Itunes, Weatherbug, etc)	✓	✓	

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