

# Remote Monitoring and Management

**Bell's objective is to create an end-user experience** that directly results in decreased costs, increased customer retention, new revenue opportunities and improved operational efficiencies for small and mid-sized companies, as well as Fortune 500 companies. Bell focuses on enterprises that are regional and national in scope and excels in specific verticals such as Education, Technology, Retail and Healthcare. To accomplish this ambitious feat, Bell offers and closely manages a comprehensive set of Technical Services, Managed Services and Technology Solutions that deliver efficient, effective, and positive experiences to your customers and end-users.

Bell Techlogix has over 25 years of experience in delivering IT Technology Solutions. Our certifications and broad experience include Apple, Dell, EnterMo, HP, IBM, Microsoft, RIM and other industry leaders. Our core team of subject matter experts currently carries over 450 industry certifications. This combination of experience and expertise allows us to deliver complete solutions on-time and on-budget. Our commitment to our clients is evidenced by the fact that we currently manage over 500,000 IT assets. Our Technology Solution Suite assists IT Executives in planning for future growth, while ensuring the optimized delivery of IT services results in improved service levels and quantifiable cost savings.

**Our Remote Monitoring and Management Service:** A platform service for Bell's extensive portfolio of Managed Service offerings, allows IT executives to get a quality snapshot of the health of their existing computer network devices and receive detailed reports and recommendations on how to operate their network and its devices more efficiently and more effectively.

## Client Benefits

- Reduce IT operating costs;
- Better manage utilization of IT assets;
- Improve service levels across the network;
- Decrease downtime and increase end-user productivity;
- Reduce TCO for servers and applications;
- Proactively avoid network failures and outages;
- Improve the reliability of your networks;

## The Bell Techlogix Difference

Bell offers different levels of Remote Monitoring and Management with a competitively priced basic package, which includes:

### Continuous 24x7 Monitoring:

- Network and device availability;
- Alerts and pre-failure indicators;
- Real-time alerting and monthly reports.

## Advanced Monitoring Services

### Asset Management:

- Initial network assessment;
- Asset inventory management;
- Detailed network audits;
- Warranty tracking.

### Security Assurance:

- Baseline security scanning;
- Continuous monitoring of antivirus systems;
- Automated verification of data backup;
- Identification of any failed backups.

### Preventative Maintenance:

- Automated scripting;
- Patch management tailored to your needs.

### Quarterly Business Reviews:

- Detailed needs assessment;
- Set objectives and plan for improvements.

**Our full suite of Managed Services** includes technical services, service desk, mobility management and complete asset lifecycle management solutions. Bell's Managed Services help Network Managers ensure end-users instant access to information and increased availability of systems and critical applications.

***It's our business to help you improve yours!***