

SERVICE BRIEF

NOCOCLOGY IT Overview

Directive provides customized Proactive IT monitoring and support that delivers Enterprise IT standards to small and medium organizations.

NOCOCLOGY: Enterprise IT for Small Business



It doesn't matter how large or small your business is; downtime is a costly experience. When your server goes down or your users can't access the network, your

organization loses precious productivity. Having an in-house IT department may be out of the question, but ensuring uptime shouldn't be. The NOCOCLOGY Platform utilizes a series of proactive measures to minimize and prevent downtime. Customized Service Level Agreements ensure that we meet your needs and budget.

From complete 24/7 support and monitoring to vendor management, Outsourcing your IT with NOCOCLOGY can vastly improve and maintain your uptime to help you achieve a greater return on investment for your technology.

"It's like having your own In-House IT Department."

NOCOCLOGY's core revolves around proactive, managed services covering end-to-end IT solutions. It's like having your own In-House IT Department, with dedicated, custom support geared exclusively for your business. Directive is there for you, adapting to your needs to always give you the best possible support around the clock. Let us eliminate the headaches of old-world IT and provide you with powerful solutions that cover all of your IT needs. Focus on your business, your clients, and your bottom line, while we handle your technology from start to finish.

No Surprises with Flat-Rate IT

The old-world IT formula is based around the fact that networks, servers, desktops, and the rest of your IT infrastructure is bound to experience downtime and other issues. Businesses end up paying when they are already suffering with IT issues! With NOCOCLOGY, you don't need to pay for the time spent resolving IT catastrophes, you pay to prevent downtime.

Our Flat Rate IT philosophy allows you to easily budget your IT spending without having to worry about the additional costs of support.

Customized Support Geared Especially for your Organization

Being an IT Business supporting small and medium-sized businesses for over fifteen years, we've been able to work with a plethora of different types of organizations, all with completely different needs. Our flexibility and ability to adapt is utilized with our Managed IT Services. Before your business officially becomes a NOCOCLOGY client, we map out your entire infrastructure, note strong points and compose plans to strengthen weaknesses. We identify and document every piece of hardware, allowing us to track service times, warranties, serial numbers, and more.

Monthly/Quarterly meetings with your Solutions Integrator are scheduled to discuss and go over any service issues as well as to present regular budgets and reports.

We base our support on your needs as well. With NOCOCLOGY, your end-users can call for support 24/7, or you can set up particular contacts. We act as your own In-House IT Department, and no issue is too small.

Services

- Network Care
- Server Care
- Desktop & User Care
- Backup & Disaster Recovery
- Content Filtering

FEATURES

- Slash the cost of IT
- Proactive 24/7 monitoring and protection
- Flat-Rate IT is easy to budget and we provide an updated 3-year IT budget every quarter
- Reduce and prevent downtime across your entire infrastructure
- 24/7/365 Support, set your own service levels
- Monthly/Quarterly meetings with your Solutions Integrator who knows your IT inside and out
- Monthly/Quarterly Visits, Budgets & Reports
- Iron-clad backup and disaster recovery
- Your infrastructure is thoroughly documented at all times and available online
- Enterprise level care



NOCOLGY Managed IT Services

🔌 Proactive Network Managed Care



Award Winning Professional Service Platform provides end-to-end Enterprise Level IT management capabilities and covers Managed Network Care, Devices, Virtual CIO and Vendor Management.

Service quality demands are at an all-time high and the Internet has revolutionized how organizations operate, which makes the “old-world” IT service delivery models ineffective. Our Managed Network Care service addresses your

business pain by proactively monitoring your network and devices to minimize downtime and keep your business running smoothly.

NOCOLGY Network Care is our base service, laying the foundation for our Flat-Rate Proactive Managed Services.

🔌 Proactive Managed Server Care

Flat-Rate Managed Server Care is a complete, 24/7 server monitoring, remediation, maintenance and management solution.

Our Comprehensive Server support includes remote & on-site server remediation services at a flat, monthly rate. There are no “per-incident” charges. Proactive maintenance prevents downtime and lets you sleep at night knowing your servers are being watched 24/7.

The NOCOLOGY technology platform has built-in advanced Server monitoring and diagnostic tools, a knowledgebase that’s ahead of the market to determine what to monitor, a well-trained staff to watch alerts and categorize them into Critical and Non-Critical events and conduct detailed analysis to solve any problem before it costs you downtime.

🔌 Desktop & User Care



Your end-users are human; their IT Support should be too.

NOCOLGY’s Desktop & User Care extends our Proactive philosophies to the workstations themselves by managing Anti-Virus and Spyware Monitoring, Optimization, and regular maintenance. Windows Updates are investigated and deployed by

our Network Operations Center, and all systems are monitored with real-time error reporting and resolution.

With Desktop & User Care, you can provide 24/7/365 Help Desk Support for your end-users via the NOCOLOGY Client Portal, as well as Unlimited 24/7 Phone and Remote Support, and On-Site 24/7/365 Emergency Support.

🔌 NDR: NOCOLOGY Disaster Recovery

The most Complete Backup and Disaster Recovery Plan ever conceived.

We know that business owners are well aware of the fundamental necessity that is data backup. The cost of data-loss could be astronomical, and even crippling to a small business. Protect your businesses greatest investment with NOCOLOGY’s Iron-clad NDR Device.



The NOCOLOGY Disaster Recovery

Device sits on your network, backing up your data as often as every 15 minutes, including open documents, live databases and Microsoft Exchange. Your data is encrypted locally and archived in two off-site data centers automatically, incrementally, and forever. When a server goes down, the NDR can virtualize the malfunctioning server and continue servicing it’s clients. During this time it’s still performing it’s regular backups until the problem is resolved or the server is replaced. Files can be restored from backup within minutes. Our NDR Device provides solutions for the ultimate “wish list” in backup!

🔌 NOCOLOGY Content Filtering



Protect your employees and network by limiting questionable and unsafe content from entering your IT Infrastructure.

Proactively protecting your users and your network from malicious and inappropriate content on the web will ensure a safe and comfortable workplace for everybody, as well as prevent a great number of typical workstation issues, such as viruses and spyware. Whether you wish to block social networking sites that distract users, to adult sites which are simply distasteful for the work environment; the spectrum of allowed web content is controlled by you, with a complete reporting suite.

Reclaim your network with NOCOLOGY Content Filtering.

Get Proactive! Call Us TODAY!

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www.directive.com

