

kinetics group

Making IT work for you



KARE CORE FUNDAMENTALS

"Having a secure, reliable network infrastructure is vitally important to us. I would have no hesitation in recommending Kinetics to anyone looking for an IT service/solution"

An IT partner, not provider.

We look after your business IT so you don't have to. Our clients say 'Kinetics really care - and they won't stop until our problem is solved' - check our website for more stories like this one. As your business relies more and more on computers, you can rely on us to keep them at their best.

We'll keep your systems moving and your people working.

KARE Core Fundamentals IT support is a cost-effective programme designed to give you the confidence that your critical systems are being kept safe. By ensuring the minimum regular maintenance tasks are done, we can keep your costs down, while eliminating the most common network risks. All backed up by our comprehensive real-time monitoring of your critical network and desktop devices, we ensure the reliability and stability of your IT assets.

This solution is so effective, our customers see almost immediate results. A regularly maintained network means less problems and less downtime, resulting in higher productivity and savings on support costs for you. At the same time, your exposure to security risks is dramatically lessened, and frustration from unstable IT resources almost vanishes. We allow our customers to focus on their core business functions by taking the worry out of owning a computer network.



Do these issues plague your business?

- **IT budget crunch?**
Under pressure to reduce IT costs, increase value or maximize profitability?
Looking to maximise value from your IT service expenditure?
- **Stuck in a break-fix nightmare?**
Kinetics will identify and address the root cause of system problems, not just the symptoms of downtime!
- **Bad timing?**
Do server problems or IT outages always seem to happen at the most inopportune time?

Program Advantages:

- **Prevention of network problems and failures:**
Through early detection of impending issues, we can work to resolve many issues before they can affect your network and your employees' productivity.
- **Faster issue resolution with full-time network monitoring:**
With Kinetics KARE, we dramatically shorten the time from computer failure to issue resolution. Our technicians always know the health of your network.
- **Safe and protected computing environment:**
We ensure patches and antivirus updates for your PCs have been installed, reducing the likelihood of your network being compromised by a virus, worm or other attack.

CORE FUNDAMENTALS Programme Features

Network Monitoring constantly tracks the performance of your network – bandwidth, errors and other key indicators. This means your users always experience a stable environment.

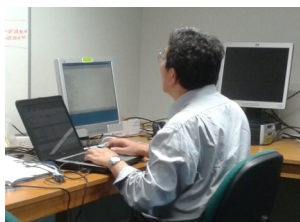
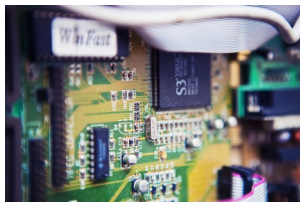
Windows Patch Verification checks if your PCs and servers are running the most recent versions of their Windows operating software, and not only provides reports and recommendations, but we'll correct the problem for you where possible.

Anti-virus Management ensures the proper operation and updating of your anti-virus software on all PCs. We make sure your anti-virus software is doing its job and respond to alerts.

Monitoring of Your Backup Solution ensures the backup of your important corporate data occurs as scheduled and without error, protecting your organisation from data damage or loss. And where possible, we'll fix any issues to give total peace of mind.

Monthly Network Health Assessment with comprehensive reporting for proactive planning and keeping us accountable to you.

Priority Response giving you faster response benchmarks and your issues are escalated ahead of non-priority clients.



Standard Features	Description
Full Network Monitoring	Monitoring the vital statistics of your routers, switches, firewall and VPN equipment
Server and PC Performance Monitoring	In-depth health performance monitoring of all elements of your business' IT, from servers, to PCs
Backup Foundation Services	A managed backup and recovery plan to ensure your data is properly protected, managed daily
Security Necessities	A secured network perimeter policies and managed virus protection
Server and PC Care & Maintenance	Monitoring your PCs, and keeping them safe and reliable with the latest antivirus and system updates
Transparent Reporting	Network health reporting and quarterly reviews with our experts
Outsourced CIO	Business impact reporting, IT optimisation, regular client briefing and analysis
Priority Client Response	As a preferred client, you will enjoy priority response levels to support issues
Optional Features	Description
Projects and Integration	New rollouts, VOIP, integration, software upgrades, hardware installs—we do it all
Computer Coaching	Power-users on tap to coach your staff on efficient use of all your vital software applications
24x7 Response	Technicians are available around the clock to resolve your IT support issues