

# kinetics group

*Making IT work for you*



## KARE Ready Reaction

*"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 Ready Reaction IT support puts you in control of your costs. Our responsive offering gives you the assurance that your organization's IT infrastructure receives the required level of support. Built on the strength of our suite of tools and our renowned customer service, we respond rapidly to changes in the health of your network and applications, and to your requests for help. Efficient troubleshooting means that we get you up-and-running faster than ever.

Our enterprise-class IT support and monitoring capabilities empower us to dramatically reduce the time it takes to diagnose and resolve network problems or failures. This translates into increased employee productivity and cost savings for you. In some cases, problems can be avoided before they even happen to your computer network.

## Do these issues plague your business?

- **Downtime impact?**  
Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?
- **Stuck in a break-fix nightmare?**  
Kinetics will identify and address the root cause of system problems, not just the symptoms of downtime!
- **Slow Service?**  
Is your current service provider slow to react to your problems, costing you more in lost time and productivity?

## Program Advantages:

- **Avoided incidents:**  
Using advanced troubleshooting and rapid analysis, we resolve network issues on detection, before they have the opportunity to grow into failures or disruptions.
- **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.
- **Access to a wealth of IT expertise and experience:**  
Our staff has many years of combined experience and multiple accreditations and certifications from technology leaders. Talk to us about the details.



## Ready Reaction Programme Features:

**Network Monitoring** constantly tracks the performance of your network – bandwidth, errors and other key indicators. This means you can take action so that your users always experience a stable environment.

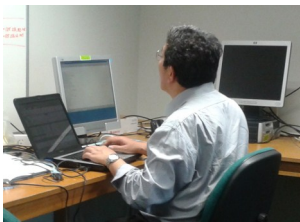
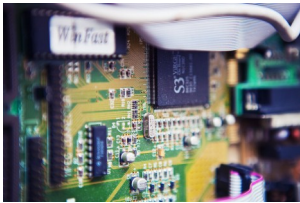
**Administrator Monitoring Dashboard** provides immediate incident detection through automatically generated notifications and alerts.

**Faster Problem Remediation** with advanced remote access technology we can securely connect to your machines and resolve quickly 90% of problems without needing site attendance.

**Quarterly Network Health Review** dedicates time to review reports and issues that are important to the ongoing performance of your network. We translate technology into business terms for you.

**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
<b>Full Network Monitoring</b>	Monitoring the vital statistics of your routers, switches, firewall and VPN equipment
<b>Server and PC Performance Monitoring</b>	In-depth health performance monitoring of all vital elements of your business' IT, from servers, to PCs
<b>Backup Essentials</b>	Monitoring the success of your onsite backup solution
<b>Security Foundation Services</b>	Ensuring your existing network security investment is doing its job
<b>Remote Access Basics</b>	Measuring and monitoring the remote access tools that allow your staff remote connection to your business
<b>Transparent Reporting</b>	Network health reporting and quarterly reviews with our experts
<b>Outsourced CIO</b>	Business impact reporting, IT optimisation, regular client briefing and analysis
<b>Priority Client Response</b>	As a preferred client, you are awarded priority response levels to support issues
Optional Features	Description
<b>Projects and Integration</b>	New rollouts, VOIP, integration, software upgrades, hardware installs—we do it all
<b>Computer Coaching</b>	Power-users on tap to coach your staff on efficient use of all your vital software applications
<b>24x7 Response</b>	Technicians are available around the clock to resolve your IT support issues