

## ENTRY LEVEL SUPPORT, PRO LEVEL FEATURES.

Our ReActiv IT support service provides helpdesk and remote access or onsite support backed up by a guaranteed service level agreement.

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 assistance.

A single monthly cost ensures you receive guaranteed predictability of your IT support spend.

For more information please call us on **01905 758900** or email us via [hello@integratech.co.uk](mailto:hello@integratech.co.uk).

Is **ReActiv IT Support** the right solution for your business?  
Check the service comparison chart.

	ReActiv	ProActiv	Managed	Partner	PayGo
Helpdesk Support	●	●	●	●	●
Remote Access Support	●	●	●	●	●
Guaranteed SLA's	●	●	●	●	●
Server Monitoring	●	●	●	●	●
Backup Monitoring	●	●	●	●	●
Antivirus Monitoring	●	●	●	●	●
Network Control Monitoring	●	●	●	●	●
Server Status Reporting	●	●	●	●	●
Server Preventative Maintenance	●	●	●	●	●
Patch Management	●	●	●	●	●
Exchange Database Management	●	●	●	●	●
SQL Database Management	●	●	●	●	●
Moves And Changes	●	●	●	●	●
Desktop Monitoring	●	●	●	●	●
Desktop Reporting	●	●	●	●	●
Desktop Control	●	●	●	●	●
Printer Monitoring	●	●	●	●	●
Onsite Support	●	●	●	●	●
Disaster Recovery	●	●	●	●	●
Email Security	●	●	●	●	●
Offsite (Remote) Backup	●	●	●	●	●

● INCLUDED   ● OPTION   ● NOT INCLUDED

## WHY CHOOSE OUR REACTIV IT SUPPORT?

### HELPDESK SUPPORT

Our fully qualified team of engineers – based at our Head Office Support Centre in Worcester – are on standby to take your calls. Our standard office hours are 9am to 5.30pm, Monday to Friday.

### REMOTE ACCESS SUPPORT

Our remote access technology allows our engineers to instantly gain access to your systems – without leaving the Support Centre. This means that we can usually solve any issues whilst you are on the phone, preventing unnecessary downtime.

### GUARANTEED SLA'S

We work to a guaranteed set of response times. You can have peace of mind in the knowledge that once an issue is reported or detected, our qualified team will be working to resolve it within the time scales that have been agreed under your contract.

### Not included but available with other plans:

#### SERVER MONITORING

Complete remote monitoring of your server – ensuring operation within normal parameters, detecting and addressing any issues that might otherwise develop into a critical problem.

#### BACKUP MONITORING

With our backup monitoring service we are automatically alerted of failures or potential failures allowing us to take appropriate action, ensuring that your backup systems are working as they should.

#### ANTIVIRUS MONITORING

We keep a track of your protection, ensuring that it is being updated, monitoring the results and statistics, warning you of potential hazards or security threats, and letting you know if any element stops working.

#### NETWORK CONTROL MONITORING

We monitor network devices such as switches, routers, Firewalls and the like. We can see network throughput, spot bottlenecks and identify potential connection problems before they stop your network from functioning.

#### SERVER STATUS REPORTING

We report back to you on the status of your systems, the issues and potential issues that have arisen, along with the remedies and preventative actions that have been taken to avoid them.

#### SERVER PREVENTATIVE MAINTENANCE

Providing preventative maintenance ensures your servers are running as efficiently as possible. Keeping them fine-tuned helps to make sure any potential threats are neutralised before they have the opportunity to impact on your working day.

#### PATCH MANAGEMENT

Firmware and Software updates are regularly available from system and software manufacturers who have detected operational issues. Efficient use of patches means that your systems are protected from known operating issues – which can mean smooth and uninterrupted system use.

#### EXCHANGE DATABASE (DB) MANAGEMENT

Ensuring your Exchange database is optimised and error free is essential; we monitor the size and state of this database allowing us to manage and react to any potential issues before they impact your business.

#### SQL DB MANAGEMENT

We monitor the size and state of the database allowing us to manage and react to any potential issues before they impact your business.

Additional options include: moves and changes, desktop monitoring, reporting and control, printer monitoring, onsite support, disaster recovery, email security and offsite backup monitoring.

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