Texas Data and VoIP Security (TDAV)

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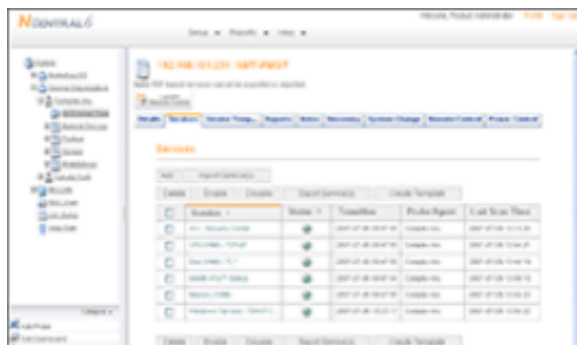McKinney, TX 75070
972.924.5010
www.tdavinc.com

PROACTIVE SUPPORT SOLUTION

TDAV a True IT Partner

TDAV is an IT partner - not just a provider. We understand why your critical business services are so important to your daily operations. This is why we spend so much time aligning our technology support with just such business services. Building a program that relies on 24x7x365 network monitoring coupled with an aggressive preventative maintenance component to ensure optimum up-time for your business.

One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With our Down to Business Services solution, we can prevent many network failures from ever happening. By combining regular and comprehensive preventative maintenance and robust 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 fewer failures, yielding 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.

"This program perfectly suits our business needs and ensure we have optimum uptime to avoid affecting our business."

J. Smith - President ABC Corp

Do these issues plague your business?

- **Network neglected?** Is your network perceived as a "necessary evil" and not as integral to improving business performance?

- **Downtime impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?

- **Distracted employees?** Do your staff rely on other non-IT employees to deal with distracting IT problems?

Program Advantages:

- **Increased productivity:** Continuous insight into your network lets us reduce the business impact of IT failure by shortening the time from network failure to issue resolution.

- **Reduced business impact from IT failures:** Combining preventative maintenance and remote monitoring means we minimize failures that could impact your business. Your network behaves in a stable and reliable manner.

- **Reduced network downtime through proactive maintenance:** Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.

Program Features:

- **Preventative Maintenance** ensures that your servers, PCs and other vital network devices function optimally. This improves reliability and security.

- **Email Performance Monitoring** of every device and system connected to your email service. We stay constantly aware of the user email experience.

- **24x7x365 Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.

- **Firewall Management** continually manages the operation and effectiveness of your corporate firewall. A complex system that needs thorough attention to keep your business secure.

- **Security Policies and Configurations** uses properly designed and implemented security and user policies to ensure your network is secured from the inside out. We report any infractions that occur.

- **Email Content Filtering** proactively blocks SPAM email, reducing the amount of time your employees spend reading and deleting unwanted and unsolicited email.

Standard Features	Description
Complete Monitoring	In-depth health performance monitoring of all elements of your business' IT assets
Managed Anti-virus	Total desktop security solution including Anti-Virus, Anti-Malware, Hosted Intrusion Protection.
Managed Anti-spam	80% of all virus are delivered via email. This service offers perimeter protection preventing unwanted email and spam from reaching your network or users.
Managed Backup	Ensure business continuity through scheduled back-up of critical data and restoration in the event of data loss. Apply industry best-practices for the protection of your data against loss through regular on-site backup.
Networking Control	Monitoring and continuing maintenance of your LAN, WAN, domain and VPN
Remote Response	Technicians work remotely on your network to resolve issues
PC Watch	Monitoring the most important attributes of your PCs and responding to issues
Security Necessities	A secured network perimeter, policies and managed virus protection
Standard Reporting	Network health reporting and quarterly reviews with our experts
Optional Features	**Description**
Bundled Support Time	Customizing additional support to your business needs
Remote Backup Solution	Additional backup and offsite storage options for proper management of critical data

Stop Buying Downtime – Invest in Uptime

Call Today for a Custom Quote   972-924-5010