

# CLR Solutions Network Operations Center

## **Affordable Remote Monitoring, Remediation and Preventive Maintenance**

Our convenient, affordable and automated CLR Solutions NOC service handles routine system maintenance and network monitoring functions on a 24/7 basis. We take care of it all — escalating alerts, reviewing backups, defragmenting your hard disk, deleting temporary files, preventing viruses and reducing spyware — without interruption to your daily business operations.

The result: You're free to focus on your core business, rather than your technology.

## **Three Service Packages Available**

Because every organization's requirements are different, we offer a choice of service packages to give you the flexibility you need.

### **SILVER — Comprehensive 24/7 Maintenance Package for Desktops and Servers**

#### **Preventive Maintenance for Desktop includes:**

- Patch management
- Antivirus/antispymware
- Temp file deletion
- Disk defragmentation
- Asset/inventory reporting

#### **Preventive Maintenance for Server includes:**

- 24/7 monitoring
- Patch management
- Antivirus/antispymware
- Preventive maintenance for Exchange/Active Directory
- SOPs for correction before escalation
- Limited administration

### **GOLD — Comprehensive 24/7 Maintenance and Remediation Package for Servers and Preventive Maintenance for Desktops**

#### **Desktop Maintenance includes:**

Everything in SILVER

#### **Server Troubleshoot and Fix includes:**

Everything in SILVER

PLUS remote troubleshoot and fix (alert and resolution)

PLUS Move/Add/Change on users/groups

### **PLATINUM — Comprehensive 24/7 Preventive Maintenance and Remediation Package for Servers & Desktops**

#### **Desktop Maintenance includes:**

Everything in SILVER

PLUS Remote Remediation

#### **Server Troubleshoot and Fix includes:**

Everything in SILVER

Plus Remote Troubleshoot and Fix, Move/Add/Change on users/groups

### **Remote Device Network Management — Available as add-on for GOLD and PLATINUM Plans**

Offering three levels of service:

**Switch:** 24/7 monitoring and alerting, asset/inventory, full reporting

**Premium - Routers/Firewalls:** 24/7 monitoring and alerting, ISP vendor management, proactive maintenance, asset/inventory, full reporting

**Comprehensive - Routers/Firewalls:** 24/7 monitoring and alerting, ISP vendor management, proactive maintenance, asset/inventory, full reporting, Plus remote troubleshoot and fix

#### **Every package includes:**

- Maintenance Services — patching, spyware, antivirus, and preventive tasks
- Monitoring, alerting and escalation — 24/7 or after business hours
- Up/down alerting in network devices

**[www.clrsolutionsnj.com](http://www.clrsolutionsnj.com)**  
**[Sales@clrsolutionsnj.com](mailto:Sales@clrsolutionsnj.com)**  
**(877) 257-7658**



## **Enjoy Improved Productivity**

Our preventative maintenance services help keep your hardware and servers running at peak performance. By defragmenting your hard disks, deleting temporary files and preventing viruses and spam, we can help prevent most problems before they occur. However, since we monitor your servers around the clock, our NOC is alerted and resolve most issues before you even know there's been a problem. This improves your system performance and helps you maintain productivity, with less interruption of your daily business.

**CLR Solutions**