

All Covered Care

IT Services that Maximize Reliability

IT Services for Your Business

Today's small and medium-sized businesses depend heavily on technology resources. System downtime, slow computers and security problems impact your ability to do business. All Covered keeps your systems up and running reliably and helps your users with IT support problems, leaving you to focus on achieving your business goals.



What Results Can You Expect?

All Covered Care is designed to address your ongoing IT management and support needs. The service provides regular management of systems and networks that will keep your PCs, servers and network up and running so you minimize downtime and maximize productivity. Any issues that emerge are responded to quickly. Your employees stay productive and your systems are protected, secure and available when you need them most.

Keep your Networks, Servers and Workstations running at optimal performance with All Covered Care.

Systems Reliability	User Support	Data Protection	IT Planning
<ul style="list-style-type: none"> Proactively maintain your PCs and servers for optimal performance Software updates, disk management, log checks Performance monitoring 	<ul style="list-style-type: none"> Support your users by phone and remotely – whether they're on the road, in the office or elsewhere Local on-site support available 	<ul style="list-style-type: none"> Backup and restore critical PC and server data Secure your network Protect users and data from viruses, spam and malware 	<ul style="list-style-type: none"> Design the right IT infrastructure for your business and your budget Enhance productivity by enabling new capabilities and new technologies

The All Covered Approach: Extensive Remote Support and Experienced Local Engineers

We manage the network, servers, computers and technology infrastructure with a comprehensive plan which gives you a predictable monthly budget and mitigates the risks associated with downtime. All Covered has extensive remote support resources and tools that are combined with experienced local engineers to bring you the best of both worlds. Problems are resolved rapidly by phone and remotely, even outside of business hours, and our engineers can be in your office as much as you need. Our team of more than 300 full-time employees is committed to your business success.

All Covered Care – Service Elements

Services Included in Monthly Fee	Overview
Desktops and Laptops	Secure backup and restore for all systems Remote control support, attended and unattended Windows updates and patch management Computer optimization Spam blocking and virus protection Asset and license management U.S.-based Client Service Center for phone support
Network	24 x 7 network and internet connectivity monitoring Support escalation management with third-party providers
Servers	24 x 7 server monitoring Proactive server management, regular checklist Problem resolution Remote control support Patch management and server optimization Asset and license management
Other Essential Services	Guidebook documentation Itemized monthly billing Procurement services Leasing and finance programs Secure Client Portal Web Store for technology purchases Account management
Additional Services	Detail
On-site visits ¹	Scheduled or on-call support visits from local team of experts
Cloud Computing Services and Infrastructure	Hosted PC backup - Ideal for mobile or remote workforce Hosted Server backup - Off-site protection for disaster recovery and archiving Hosted Email Hosted Servers Server Virtualization (on-premise or off-premise) Email Archiving Email Encryption Web Protection services
Virtual CIO	Technology Business Planning

¹ Check www.allcovered.com/locations to see All Covered's on-site service areas.



Unified Management

Through our years of experience in supporting thousands of servers and desktop computers, we have developed an extensive checklist that is used to manage and support your network, servers and PCs. Some examples include regular reviews of server logs, disk capacity, checking the general health of servers; validation of backups, backup schema and assurance of restoration capability; and application of patches, service packs and anti-virus updates for servers and PCs. As part of our Unified Management platform, you have access to the following services:

Client Service Center

Our Client Service Center, located here in the U.S., assists you with issues that need immediate attention. These seasoned technical experts solve desktop, server and network issues. Using our Secure Remote Access tool, they can work on your servers or desktop computers quickly, efficiently and securely.

24 x 7 Remote Management Services

With All Covered Care, our Network Operations Center (NOC) monitors your servers and key network elements such as your firewall or router. They do 'behind the scenes' work 24 hours a day, 7 days a week. They monitor alerts from our Remote Management System and All Covered Security services. If there is a critical alert from one of these services, All Covered engineers will troubleshoot, fix and if necessary, escalate the issue to the appropriate people.

All Covered Procurement

All Covered Procurement is designed to address your technology acquisition and lifecycle needs. Our systems engineers are your trusted advisors and help identify the appropriate hardware, software, networking equipment and peripherals for your business. We help you purchase or lease the technology, install it and maintain it. Our buying power, through our collective client base, ensures competitive pricing and we have several financing and leasing options for your convenience. Through our Web Store, connected to the Client Portal, you can request quotes, place orders, review and track your in-process items.

All Covered Client Portal

The Client Portal is a one-stop, secure website that allows you to access your network information, communicate and collaborate with All Covered and learn more about technologies that matter to you. You have access to diagrams, project plans, past service reports, your list of tasks, invoices, your scheduled visits, and more via the Client Portal.

A screenshot of the All Covered Client Portal website. The header features the All Covered logo and the tagline "IT Services for Your Business". Below the header, there are several sections: "Alerts" with a notification about pending invoices, "Open Support Requests" with a list of requests, "Hot Topics" with links to online stores and help resources, and "Learning Center Library" with a link to download and listen to various topics. The left sidebar contains navigation links for "Communications", "View", "Access", "Financial History", "Client Setup", and "Security".

A Team Approach

All Covered's team of technology and customer service experts deliver the best IT services. Your technology needs will not be tied to the limitations of a 'break/fix' IT person as often happens with small service providers. Our business and your satisfaction depend on our people and our processes. That's why we carefully choose our teams. All Covered systems engineers and consultants are highly skilled, full-time employees and are continually trained in computer, server and network technologies.

Contact All Covered Toll-Free Nationwide at (866)446-1133 or visit www.allcovered.com

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