

Managed Network Services



Our team of technology experts takes care of your business network so you don't have to worry about the details of network administration. We can help you focus on doing what you do best, not on the technology you employ. We have provided clients throughout the country with network implementation and administration services for close to 20 years.

Below are some of the options available to you when considering the management of your technology systems.

Managed Network Services

"Time and materials" network support is a self-defeating model for maintaining a productive business computer network. This model discourages the technology user from contacting the technology support provider, which causes maintenance issues to continue unaddressed (and sometimes undiscovered), which finally causes increased down time and possibly data loss. Managed Network Service is a model where the business user receives a comprehensive package of services on a regular interval, designed to achieve maximum efficiency and reliability of IT systems for a reasonable and fixed cost.

Use an External IT Firm

Considering a business' entire operation, accounts payable/receivable, orders, finances, and more are located on computer servers, having a reliable IT system in place is crucial to keeping the business up and running. Although small to mid-size businesses may not have a large budget allocated to the management of their IT systems, this is one area of the business that can't be left alone. Hiring an external IT firm to support your internal technology functions is a cost-effective solution.

For More Information

Michael Senkbeil, CISSP, CISA
p: 262.522.8248
e: msenkbeil@chortek.com

Locations

- Waukesha, WI
- Appleton, WI

Chortek LLP has been helping businesses manage their technology investments for nearly 20 years. Our suite of offerings includes customer relationship management (CRM), Sage, and Job Ops software solutions.

We also assist businesses in managing their network services, security and remote access, disaster preparedness, and server deployment. Our team of professionals serves customers throughout the Midwest and across the country. Our Support Center team includes Microsoft Certified System Engineers and our ERP software implementation team includes CPAs and Microsoft Certified System Engineers.

(continued from front)

Monitored vs. Managed Support Plans

Monitored

Monitoring and Alerting

SERVICE	INCLUDED
Server and Internet Online Status	•
Server Capacity Warnings	•

Data Back-up

SERVICE	INCLUDED
Daily Check of Data Back-up System	•
Monthly Restore of Test File from Back-up System	•
Back-up/Disaster Recovery Appliance or Server Protection	(optional)

Network Maintenance

SERVICE	INCLUDED
Server Operating System Updates	•
Workstation Operating System Updates	•
Workstation Key Application Updates (Adobe Reader, Java, Flash, etc.)	•
On-demand IT Manager (discuss long-term IT planning, new ideas, etc.)	•

Security Services

SERVICE	INCLUDED
Spam Filtering and Redundant Email Server Coverage by Appraver™	•
ESET™ NOD32 Anti-virus and Anti-malware Software Coverage on Servers and Workstations	•
Monthly Firewall Log Spot Check	•

Your IT Department

SERVICE	INCLUDED
Chortek Support Center Help Desk Access. (billed on time & materials basis)	•
Four Hour Response Time Maximum	•
On-site Service Visits	\$75

Managed Support Plans

(same as the list of services above, but add/change/option)

Your IT Department

SERVICE	INCLUDED
Unlimited Chortek Support Center Help Desk Access	•
One Hour Response Time Maximum	•
On-site Service Visits	\$0