

Sod's Law!

The servers crashed
five minutes after
I went home.

SERVICE PROFILE

Pure Care



Peace of mind for you, Pure Care for your network.

Pure Care provides 24/7 support for your business, which means even when you are not there, we are watching over your systems.

Imagine the response benefits of on site engineers with the cost efficiency of remote telephone support. Pure Care provides all this...and more.

Pure Care's remote monitoring system allows us to provide maintenance and problem solving on demand. If we can't fix the problem remotely, one of our engineers will be dispatched to arrive on site fully briefed.

More than just a support service, it's pro-active maintenance and management for your network.

24/7 Monitoring

Pure Care is an advanced remote network support and management service that constantly monitors your network and servers to ensure optimum performance 24-7.

Managed from our Support Centre, the technology allows the support team to track and resolve network problems fast, as if they were on-site, whatever the time of day or night. If any problems or unusual activity occur, alarms

are automatically triggered and an engineer will assess and fix the problem immediately.

How does it work?

Pure Care utilises advanced RDS (Remote Diagnosis System) technology to monitor network activity. It is deployed via a secure connection, allowing the system to monitor your network and generates comprehensive reports, providing invaluable information to analyse your network's performance.

A Flexible Service

Pure Care can be structured to provide support for small 2 or 3 person operations, to full 24-hour support for thousands of network users. We provide 3 levels of service to suit your needs and your budgets.

Level 1: Troubleshooting

This is reactive response to unusual server or network activity. Our technicians will notify you of any unusual server or network activity. They will reactively access your network and resolve the problem.

Level 2: Monitoring

All the services in the level 1 plan come as standard, but with the addition of technicians to monitor your network and server performance on-line and report the results on a monthly basis.

Thresholds are set for key network parameters that, if exceeded, will activate alarms so that preventative maintenance can be carried out thus averting potential network failures.

Level 3: Administration

In addition to levels 1 and 2, the top level of support also provides server administration and management services, where requested, including recommendations based on the monitored statistics. This level of service includes patch maintenance and automatic update of latest server system files plus user and printer administration.

To discover exactly how Pure Care can keep your business working call

For enquiries in the UK call

0800 316 1075

For enquiries in Australia call

(02) 8243 5756