

How does Citrus Computers

# Stack Up to your provider?



Service Options	Citrus Computers	Your Provider
<b>Infrastructure</b>		
Local Operations Center	✓	<input type="checkbox"/>
Redundancy On Every Point of Failure	✓	<input type="checkbox"/>
Disaster Recovery Planning	✓	<input type="checkbox"/>
Virtualization Specialists	✓	<input type="checkbox"/>
24 x 7 x 365 Power Backup Availability	✓	<input type="checkbox"/>
<b>Client Support Services</b>		
24 x 7 x 365 Help Desk Availability	✓	<input type="checkbox"/>
24 x 7 x 365 Monitoring Availability	✓	<input type="checkbox"/>
Flexible Service Level Agreements	✓	<input type="checkbox"/>
Remote Help Desk Options	✓	<input type="checkbox"/>
After Hours Onsite Support	✓	<input type="checkbox"/>
After Hours Remote Support	✓	<input type="checkbox"/>
Monthly Report Card Grading	✓	<input type="checkbox"/>
Experienced Engineers	✓	<input type="checkbox"/>
Certified Engineers For The Latest Technologies	✓	<input type="checkbox"/>
Dedicated Account Managers	✓	<input type="checkbox"/>
Proactive Network   System Management	✓	<input type="checkbox"/>
Onsite Escalation of Critical Issues	✓	<input type="checkbox"/>
15 Minute Minimum Remote Billing	✓	<input type="checkbox"/>
Ticket Submission via Web Portal	✓	<input type="checkbox"/>
Email Submission of Critical Issues	✓	<input type="checkbox"/>
Predictable Monthly Costs	✓	<input type="checkbox"/>
<b>Monitoring Services</b>		
24 x 7 x 365 Desktop & Server Monitoring	✓	<input type="checkbox"/>
24 x 7 x 365 Firewall   Router Monitoring	✓	<input type="checkbox"/>
Mission Critical Application Alerts	✓	<input type="checkbox"/>
Network Device Monitoring Alerts	✓	<input type="checkbox"/>
Anti-Virus & Malware Software Patch Alerts	✓	<input type="checkbox"/>
Backup Integrity Monitoring	✓	<input type="checkbox"/>
SPAM Removal Integrity Monitoring	✓	<input type="checkbox"/>
<b>Security Services</b>		
Proactive Critical Patching	✓	<input type="checkbox"/>
Network Tuning   Optimization	✓	<input type="checkbox"/>
Vulnerability Auditing   Patching	✓	<input type="checkbox"/>
Network Device Auditing   Backups	✓	<input type="checkbox"/>
Escalation of Threat Detection	✓	<input type="checkbox"/>

<b>Maintenance Services</b>		
Security Update Installation	✓	<input type="checkbox"/>
Software Update Installation	✓	<input type="checkbox"/>
Website Policy Enforcement Availability	✓	<input type="checkbox"/>
Application Policy Enforcement Availability	✓	<input type="checkbox"/>
Desktop & Server Maintenance	✓	<input type="checkbox"/>
Virtualized Server Maintenance	✓	<input type="checkbox"/>
Microsoft SQL & Exchange Maintenance	✓	<input type="checkbox"/>
Network Maintenance & Optimization	✓	<input type="checkbox"/>
<b>Project Management Services</b>		
IT Project Management	✓	<input type="checkbox"/>
Technology Roadmap Creation	✓	<input type="checkbox"/>
Free Project Research & Proposals	✓	<input type="checkbox"/>
Security & Risk Analysis	✓	<input type="checkbox"/>
Disaster Recovery Planning	✓	<input type="checkbox"/>
Dedicated Account Managers	✓	<input type="checkbox"/>
<b>Vendor Management Services</b>		
Web Services Support	✓	<input type="checkbox"/>
Internet Service Provider Coordination	✓	<input type="checkbox"/>
Phone Service Provider Coordination	✓	<input type="checkbox"/>
Copier & Printer Provider Coordination	✓	<input type="checkbox"/>
Computer Warranty Support Coordination	✓	<input type="checkbox"/>
Software Support Coordination	✓	<input type="checkbox"/>
<b>Monthly Reporting At Your Fingertips</b>		
Network Health Score Reporting	✓	<input type="checkbox"/>
Patch Management Reporting	✓	<input type="checkbox"/>
Disk Utilization Reporting	✓	<input type="checkbox"/>
Software Licensing Report	✓	<input type="checkbox"/>
Hardware Machine Summary	✓	<input type="checkbox"/>
Ticketing Utilization Report	✓	<input type="checkbox"/>
<b>Company Certifications</b>		
Microsoft Certified Partner	✓	<input type="checkbox"/>
Vmware Professional Solution Provider	✓	<input type="checkbox"/>
Dell Certified Partner	✓	<input type="checkbox"/>
Intel Gold Technology Provider	✓	<input type="checkbox"/>
Microsoft Small Business Specialist	✓	<input type="checkbox"/>
Symantec Partner & SMB Specialist	✓	<input type="checkbox"/>
<b>Employee Certifications</b>		
Microsoft Certified Systems Engineer (MCSE)	✓	<input type="checkbox"/>
Microsoft Certified Systems Administrators (MCSA)	✓	<input type="checkbox"/>
Microsoft Certified Professionals (MCP)	✓	<input type="checkbox"/>
VMware Technical Sales Professional (VTSP 4 & 5)	✓	<input type="checkbox"/>
VMware Sales Professional (VSP 4 & 5)	✓	<input type="checkbox"/>
Microsoft Office User Specialist (MOUS)	✓	<input type="checkbox"/>
N+ By CompTIA	✓	<input type="checkbox"/>
A+ By CompTIA	✓	<input type="checkbox"/>