

nCare™ Managed Services

The NWN Difference: nCare™ Managed Services, provided by NWN Corporation, are different than those provided by many systems integrators because of the depth and breadth of the services offered. We encourage you to review our offerings and join others who have chosen NWN as their trusted IT partner.

Overview of Services: nCare™ Managed Services provides a broad range of secure IT infrastructure managed services organized into six service offerings:

- Enterprise Phone Support
- Server/Network Support Services
- IP Communications Support Services
- Proactive Monitoring Services
- Security Services
- Desktop Support Services

As one of our nCare™ clients, your network will be managed by a team of local engineers as well as the technical staff in our Waltham, MA Command Center. For over a decade this center has been serving hundreds of clients with thousands of devices throughout the world.

Enterprise Phone Support. As one of our six service offerings, nCare™ Managed Services provides 24x7x365 phone support services as a foundation for the contract. Your company will be entitled to an unlimited number of incident calls and the ability to schedule support visits. This offering can help you resolve both routine and emergency production issues.

Server/Network Support Services. Server and Network Support Services focuses on keeping the infrastructure running smoothly by providing support in the areas of issue resolution (incidents), schedule maintenance and functional change requests. In addition, monthly management reports are provided to document the work which has been completed.

IPC Support Services. IP Communications Support Services focuses on keeping the communications system running smoothly. Similar to Server/Network Support, IP Communications provides support in the areas of issue resolu-

tion, scheduled maintenance and functional change requests. In addition, monthly management reports are provided to document the completed work.

Proactive Monitoring Service. With 24x7x365 device monitoring, NWN will monitor your IT environment with specially-configured applications and tools, giving you regular communications and monthly reports. This technology allows us to alert you to both existing and potential problems.

Security Services. To help ensure security of sensitive corporate data, nCare™ offers a combination of security products and services. The core of the offering is 24x7x365 log correlation monitoring to inspect traffic for potential threats. This service can be provided for firewalls, IDS, IPS and HIDS.

Desktop Services. To keep your desktops running this turn-key patch and asset management solution utilizes best practices and enterprise class technology. Included are monthly scheduled operating system and offices patches applied to all applicable workstations; emergency patch management on an as-needed basis; asset management for all applicable clients and servers and status reporting of activities.

For more information: An NWN Corporation Account Executive will be happy to provide more information on all solutions and services. In addition to nCare™ Managed Services, NWN offers solutions in Unified Communications, Enterprise Computing which includes Physical Infrastructure, Network Infrastructure, Systems, and Wireless; Data Storage and Business Continuity; Information Security and Application Development. After deployments NWN can support your IT operations with our Business Solutions, Professional Services, nCare™ Managed Services and IT Staffing. We have branches throughout the United States which can be seen on our website in the About Us, Locations section.

