

**Connected  
Office  Network**



## **Comprehensive network management that includes 24 x 7 remote monitoring and management of your critical network infrastructure.**

**Today, business owners & CFOs realize technology has become an integral part to operating a business...**

Connected Office services were created to meet the evolving needs of small and medium-sized businesses. With Connected Office Network, forward-thinking businesses can have their mission-critical network infrastructure remotely monitored and managed. Optional access to our senior Level 2 network engineers through our **1-866-My-Utility (698-8454) Live Helpdesk** can help you to identify and remediate issues remotely before they impact your business.

When Connected Office Network customer John D. Esparza, CEO of Texas Motor Transportation Association was asked to compare The Utility Company to his previous break/fix model, his response was clear:

***“Before we called The Utility Company, we were running at about 20% effectiveness. That is ‘Defcon 4’ in our line of work. When you keep waiting on pins and needles for something to go wrong, I can tell you that Murphy’s Law applies – if it can go wrong, it will.”***

***“I would also say that The Utility Company is not just a computer repair company - they are more like having our very own Chief Information Officer. We get advice on how to make our business better through technology. The best practices information that is passed on is a tremendous benefit.”***

**John D. Esparza, CEO  
Texas Motor Transportation Association  
Austin, Texas**

**With Connected Office Network you have a virtual IT department at your disposal to look after your mission-critical technology infrastructure with two service options:**

**CO Network – proactive remote monitoring & management with pay-as-you-go remote remediation through 1-866-My-Utility Per Minute.**

**CO Network Plus – proactive remote monitoring & management with unlimited remediation for one low monthly fixed fee.**

**There is A NEW WAY!**

## Connected Office Network - Features & Benefits

**Network Monitoring:** Your network infrastructure (servers, switches, routers, firewalls, etc.) is remotely monitored and managed to ensure your employees have essential access to the resources they increasingly need to be productive – resources like applications, data and internet availability.

**Business Application Monitoring:** We monitor and manage the core systems responsible for business-critical applications from an end-user experience perspective. It includes the management of applications availability and performance, proactive maintenance, fault detection, security, application server, core services and capacity planning.

**Printer/Copier Monitoring:** Today, most printers and copiers are now connected to the network. With that, comes the need to proactively monitor and manage these devices, including toner levels, error codes and meter reads (where available). Reduce onsite service calls and ensure these critical devices are “managed” through service automation.

**Voice-over-IP Monitoring:** No business is going to unplug their legacy phone system to have their new system work like most networks do, irrespective of the benefits of unified communications. To improve the adoption of new technology, like Voice-over-IP, we remotely monitor and manage most leading IP-based communications systems to ensure quality of service.

**Security & Protection:** Inadequate protection exposes businesses to viruses, hackers, and data loss. It takes only one infected and un-patched machine to bring your entire network down. CO Network is your ‘always on’ defense system including patch & virus management and remediation.

**Secure Remote Access:** Greatly reduces the response time to most issues and provides our technicians with the ability to solve or proactively prevent network issues before they become business problems.

**Asset & Lifecycle Management:** Our Asset & Lifecycle Management service is a complete, integrated offering that provides real-time management visibility into hardware and software assets, tracks software license usage, automatically distributes software, and ensures regulatory compliance and ongoing IT optimization regardless of location.

**Online Backup & Storage:** With the proliferation of the internet and access to data comes the need to ensure critical data is safeguarded. Our Online Backup service ensures all corporate and client data is backed up and completely protected regularly in accordance with your corporate policy (either daily or weekly).

**Available Level 2 Network Support:** 1-866-My-Utility (698-8454) enables cost-effective management of your network and devices whether your office is centrally-located or distributed. 1-866-My-Utility dramatically increases business productivity and guarantees unprecedented levels of service and Level 2 Network Support with secure remote access, self-help & ticketing and the Utility University - 24x7 online training.

CONNECTED OFFICE® 4.0	NETWORK	NETWORK+
<b>1-866-MY-UTILITY (698-8454) HELPDESK</b>		
<b>Level 2 network support</b>	<b>Per Minute</b>	✓
<b>Secure remote access</b>	<b>0</b>	✓
<b>Self-help &amp; ticketing</b>	<b>0</b>	✓
<b>Utility U - online training</b>	<b>0</b>	✓
<b>NETWORK OPERATIONS</b>		
<b>Network monitoring</b>	✓	✓
<b>Business application monitoring</b>	✓	✓
<b>Printer/copier monitoring</b>	✓	✓
<b>Voice-over-IP monitoring</b>	✓	✓
<b>Security &amp; protection</b>	✓	✓
<b>Secure remote access</b>	✓	✓
<b>Asset &amp; lifecycle management</b>	✓	✓
<b>Service level reporting</b>	✓	✓
<b>Online backup &amp; storage</b>	<b>0</b>	✓
<b>MONTHLY SERVICE FEES</b>	<b>USAGE-BASED</b>	<b>FIXED-FEE</b>

The Utility Company is one of the only MSPAlliance-Accredited Master MSPs (Managed Service Providers) in North America.

As a Connected Office customer this means your technology & your data are entrusted to Accredited Technology Professionals.

