



At **SITOC**, we have two key components to our business support services, which combine to give you a competitive edge. The first is to ensure that you are making the most of the technology available today, including the tools you already have. The second is to help you to identify and avoid the traps and pitfalls that could stop you in your tracks. Getting you working better, and keeping you working that way, no matter what life might throw at you.

ManageSafe

ManageSafe is an agile, bespoke service that adapts to your changing current needs and future aims, and is designed to save you time and money. It is the backbone of our business and a key benefit to yours.

With ManageSafe, your business can be assured of increased up-time through our proactive prevention approach. In practical terms: maintenance jobs (which extend machine life and boost efficiency) are automated; monitoring systems instantly alert us to critical changes that can presage downtime; and our engineers' time can be more efficiently focused to making rapid, remote fixes and aiding your business.

Benefits

Rapid – up and running on all your machines with practically no transition period

Reliable – reduced downtime; enhanced working life times and efficiency of machines

Transparently affordable – monthly charges dictated by your support needs, with clear best-value reports

Features

- **Client Monitoring** - instant notification of problems or changes such as low disk space, processor spikes and memory issues
- **Audit and Inventory** - fast, accurate and up-to-date Audit and Inventory of all computers, servers, and mobile devices
- **Multiple OS support** - lightweight and efficient agent technology for Windows, Linux and Mac operating systems
- **Imaging and Deployment** - complete computer system image repositories, and automated rules-based software deployment
- **Mobile Device Management** - management of mobile devices from the same framework as desktops, laptops and servers
- **Remote Control** - instant remote control from anywhere to anyplace at anytime
- **Self Service** - end user self-service portal, ticket submission, comprehensive dashboards and customizable reporting
- **Policy Management** - define, manage, apply and enforce IT policies from a single dashboard (for PCI and continuity)
- **Patch Management** - automatically keeps servers, workstations and remote computers up-to-date with the latest important security patches and updates

Contact: email sales@sitoc.com or call us on **0844 324 0972**