



Night Owl CUSTOM MANAGED SERVICES



Make the most of your Night Owl services with a **customized solution** created specifically for your needs. Our expert team can help you increase efficiency and minimize costs with services that are not only designed to optimize each other, but help contribute to your business success with a turn-key, no-hassle technology solution approach. Want other options? We also offer four bundled service packages for your convenience.

No matter what option you choose, we manage your IT like it's our own, so you can focus on what you do best— running your business.

SERVICE:
End User Support: Utilizes Night Owl expertise to assist with any issues
24 x 7 Reactive: Reduces response time to system problems
Patch & Asset Management: Maximizes software investment
Monitoring: Maximizes system performance + stability
Vendor Management: Provides efficient, expert assistance to clients' vendors
Quarterly Business Review: Maximizes business efficiency
Data Protection (DP): Reduces risk exposure
Unified Threat Management (UTM): Maximizes system security
Night Owl Hosted Server: Saves time, money + IT headaches to allow clients to focus on business

	PLATINUM [HOSTED FULL SERVICE]	GOLD [FULL SERVICE]	SILVER	BRONZE
	✓	✓	✓	✓
	✓	✓	✓	✓
	✓	✓	✓	✓
	✓	✓	✓	✓
	✓	✓	✓	✓
	✓	✓	✓	✓
	✓	✓	✓	
	✓	✓		
	✓			



Night Owl SERVICES:



End User Support: Utilizes Night Owl expertise to assist with any issues

A staffed support desk from 7 a.m. to 6 p.m. Central Time for all end-user support issues, including mobile phone support with a phone call, e-mail and web-based access to support professionals.



24x7 Reactive: Reduces response time to system problems

Fast and efficient process that troubleshoots any problems stemming from predetermined critical network devices. Guaranteed 1-hour phone response (if provided access), and/or 4-hour onsite response.



Patch & Asset Management: Maximizes software investment

Industry-recognized business process that proactively provides software patch updates and renewals, as well as recognizes when to retire an asset.



Monitoring: Maximizes system performance and stability

A complete proactive solution that automatically monitors, reports and alerts clients and Night Owl support to network issues such as distressed or offline servers, lost branch connections, or other infrastructure failures.



Vendor Management: Provides efficient, expert assistance to clients' vendors

Ongoing, professional management of clients' vendors that have a direct or peripheral connection to the client's technology infrastructure. This includes Internet Service Providers, telecommunication providers, copier/printer vendors, hardware/software vendors, telephone system vendors, and Application Hosting vendors.



Quarterly Business Review: Maximizes business efficiency

Quarterly meetings at the client site include easy-to-read report of managed service results, review of forecasted client/business changes, refinement of ongoing strategic IT plan, assist with evaluating managed vendor proposals, and forecasting IT budgets.



Data Protection (DP): Reduces risk exposure

Fully managed local disk-to-disk data backup and recovery, with a variety of flexible off-site data archiving solution options that include tape, remote disk storage and removable disk. Your data backup log is evaluated daily and weekly summary reports are provided.



Unified Threat Management (UTM): Maximizes system security

Ultimate integration of firewall, gateway anti-virus, anti-spyware, content filtering and intrusion prevention combined to deliver intelligent, real-time network security protection. Proven, documented escalation procedures included.



Private Cloud Solutions: Access from anywhere, anytime

Host your servers and applications in Night Owl's infrastructure at our co-location datacenter. High Speed connectivity available both through private and public infrastructure provide performance for all your applications. Highly scalable and redundant systems to increase the uptime of your applications, with professional management to insure the security and integrity of your data.

Contact your Clear North sales representative for more information or call 952.828.9434.