

# Harmonyworks

Managed Technology Service

## Overview

Harmony Technologies understands that businesses are challenged by the task of managing the demands of their business while coping with continuous technology challenges. Our goal is to keep your systems operational and available so that you can focus your efforts on the demands of your organization. We want to help you realize the productivity gains and investment returns you have been expecting from your computer systems.

Using a variety of tools from reputable vendors, we are able to offer our **Harmonyworks** service. These tools are used to gather information and perform regular maintenance activities. These services help insure that your systems are up to date and will allow for more timely and efficient technical support.

## Key Benefits

***Inventory*** – All computer systems and other key technology equipment are inventoried in our database. The computers are regularly scanned to find out all of the details of the hardware and software on those systems.

***Monitoring*** - All of the computers are audited on a regular basis. Tests are configured for a variety of conditions. Automatic alerts are generated based on those conditions when audits are run. For example, we are able to know when storage space is critically low, when utilization of those computers is too high, and when any changes are made to these systems.

***Proactive Maintenance*** – Proactive maintenance can be performed more comprehensively. Most importantly, installation of critical security patches and updates will be done on a more timely and regular basis.

***Computer Security*** – Full antivirus, antispyware, and firewall protection for personal computers. This will include all timely updates and centralized management to help insure that your computing is safe and reliable.

***Offsite Backup*** – Using an online backup service, we provide a secondary, offsite backup solution for essential data files to protect you in the event of a disaster.

***Faster Support*** – Remote control of any computer at anytime from anywhere. This will allow for faster resolutions of simple issues and user assistance. New software installations and other changes to computers can be automatically performed, significantly reducing the time spent and therefore the charges billed for that time.

***Premium Service*** – As a client under the **Harmonyworks** program, you will receive the timeliest, priority support at a discounted support rate.