



Monitoring, Support, and Test (MST)

Today, everyone needs business systems that operate effectively and without creating distractions. Unfortunately, most information technology (IT) and software available today isn't like that. It can seem disruptive and marginally reliable, it can demand too much maintenance, and so the real cost of desktop applications is much more than expected.

We recommend taking two steps that can more than solve these problems:

- Subscribe to **Compact Enterprise OCS™** to power up your business management without adding distractions or burdens like servers and maintenance. This is a turn-key online service configured for your own business, that you simply subscribe to and use.
- Subscribe to **Compact Enterprise MST™** to monitor your office networking and computers along with **OCS™** and provide warnings and alerts regarding conditions that might cause interruptions, or failures. These measures can preempt costly outages, allow for scheduling maintenance, and keep your business running smoothly.

Functionality

Our managed services for technology should become a key part of your operational stability and time-saving strategies. The following are some important features of the managed services for technology that can be selected for configuration and deployment along with your business management system:

- Automatically inventories and can monitor most network attached computers and equipment at your office locations, and then benchmarks them against expected performance parameters
- Monitors your networks to collect statistics on activity and loads, comparing to the set capacity limits
- Tracks critical activity logs for completion status – optional examples: backups, security scans
- Detects exceptional events and executes rules for alerting people
- Alerts 24X7 to fixed or mobile phones when any malfunxion is predicted, or is happening
- Allows you to prevent problems through scheduling support
- Some service can be provided remotely to avoid travel time and costs
- Presents management reports on availability, stability, performance, and equipment inventory online
- **MST™** uses an enterprise-class hosted system environment in a highly reliable operations center



Using **MST™**

Using **MST™** is simple. The **Compact Enterprise MST™** managed technology services operate online from our high reliability server-hosting location, via standard technology monitoring software installed on your equipment ⁽²⁾. **MST™** serves the monitoring functions through a secure link between our monitoring computer to your local LAN connected equipment. You make no changes to your operations. Then, you can focus on managing your business with more confidence that the technology will operate quietly in the background supporting your success.

Prices for the **MST™** managed services for technology are as follows ⁽³⁾:

Initial New MST™ Account Set-Up	One time charge	\$250
Initial MST™ Training Class (25)*	One charge per class	\$275
* Webinar based training up to 5 technicians	plus charge per student	\$15
Initial Monitor Config. per Equipment Item	Server or Networked Unit	\$35
Monitor/Manage Simple Desktops	Monthly per PC	\$15
Monitor/Manage Complex Workstations	Monthly per Workstation	\$35
Monitor/Manage Networking Units	Monthly per Network-Unit	\$65
Monitor/Manage Servers (Single OS*)	Monthly per Server-System*	\$85
* A server is one operating system and it's applications	Any Virtual servers or HW servers	
Monitor/Manage Attached Equipment*	Monthly per Equipment Unit	\$55
* Printers etc. when supported by MST™		

1. Maintenance services other than remote service may be subject to travel, equipment, and time or job charges. An example is replacement of failed hardware on site.
2. Remote maintenance may require installation of a software program on the equipment.
3. Listed prices are subject to change without notice.

Benefits

Benefits of using **MST™** include:

- more peace of mind about the condition of your locally installed technology,
- reduction in outages that might result from undetected problems, and
- more productivity because you have fewer staff interruptions.

Please contact us for specific information and pricing. Prices are good for the term of your service agreement. Listed prices or promotions currently available are subject to change without notice.