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## Managed Services

- **24/7 Monitoring and Alerting for the server.**  
RAM will use the latest technology to keep an eye on your systems 24 hours a day. We are immediately alerted via email and cell phone when there is a problem with your server. We will make every attempt to fix the problem at that time, or call the designated emergency contact if we need physical access.
- **Unlimited remote support for 1 server up to 10 workstations.**  
We will do everything remotely that would be done by a full time IT staff. Almost all of the day-to-day tasks and problems can be taken care of over the internet, and do not require onsite visits.
- **Ensure backups are performed daily.**  
We will check backup logs daily to ensure that your important data is being safely archived. We will also routinely create full system backups that we can restore from in a matter of hours if your server completely crashes.
- **Preventative maintenance (Antivirus, System updates, etc).**  
We will ensure that your network is as protected as possible from virus and spyware threats. This includes ensuring that they are free from viruses, spyware, and have all of the latest updates from Microsoft.
- **Remote Backup**  
In addition to traditional backup solutions (disk, tape, etc) RAM will provide a remote backup solution. Your important information will be automatically encrypted and copied to an offsite server every night. This provides yet another level of protection. (10GB data limitation)
- **Webhosting with unlimited email.**  
If you have a website we will host it and provide unlimited email for your organization. You will have the peace of mind knowing that same great service you get for your network will apply to your website and email. This will also let you combine these costs to one monthly payment.
- **Discounted onsite rate of \$50/hour.**  
We will make every effort to take care of your network remotely, but some problems cannot be fixed over the internet, or the internet itself will be the problem. With this plan you know that you will get the best onsite rate available, and we will have to spend much less time onsite, because we will either know exactly what the problem is, or be familiar enough with your network that it will take us less time to diagnose and fix the problem.

**Plans starting at \$499 per month**

