

Solarus Managed Services



15
YEARS

Benefits of Managed Services

- Your Cisco equipment will come fully configured and customized for your unique network needs.
- When your business needs change, our expert staff will make sure your network equipment is configured to meet those needs.
- Your network will be monitored around the clock for issues, usage, and performance by a highly knowledgeable staff.
- If your network use exceeds thresholds, Solarus will initiate communication with you to explain available options for moving forward.
- All equipment will be thoroughly analyzed by one of our engineers at least twice a year to ensure it has the most stable software and configuration available.
- All security updates and bug fixes released by Cisco will be reviewed and tested immediately. If your equipment is affected, updates will be applied in a timely manner.
- Have the option: Save your IT dollars and resources and let us do all the work with a true hands-off solution seamlessly integrated to your business needs, or Solarus will accommodate customers with IT expertise by sharing access to the hardware.
- You can relax and be confident knowing your network is running on enterprise-class, leading edge technology fully backed by Cisco. The Solarus statewide network is viewed as one of the best.

- Tier 2 and 3 support is highly trained and certified and has direct line access to Cisco engineers for items requiring their assistance.
- By offering both bandwidth services as well as network infrastructure, Solarus is a single source for troubleshooting, saving time and avoiding expenses associated with determining what is affecting your service.

Managed Service from Solarus includes:

- 24 X 7 X 365 TAC email and phone support
- 24 X 7 X 365 real-time web support
- Tier 2 or greater support
- Tier 2 or greater support response time – within 4 hours
- Equipment configuration support
- Free software updates
- Hardware replacement response time – delivery of equipment within 4 hours after determining hardware replacement is required
- On-site corrective maintenance
- Remote performance monitoring
- Preventative network updates (security patches)

If emergency service is required after normal business hours or on holidays, no additional charges will apply. If non-emergency service is requested after normal business hours or on holidays, additional charges will apply.



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or Visit Solarus**