Focusing on Your Core Business

Free up your time and resources for your own business priorities, instead of focusing on IT. With our **oneCare 365 Enhanced** integrated, flexible, cost effective monitoring, remediation and support service, CPC INC will keep your IT systems running around the clock.

Is IT Your Core Business?

As the owner or manager of a small or mid-sized business, you invest in IT to increase your operational ROI, save money, become more efficient or increase profitability.

Let us take care of your IT so you can focus all your resources on your primary business operations, maximize revenue and ultimately be more profitable.

OneCare 365 Enhanced is our robust *24 hours a day, 7 days a week and 365 days a year* fully managed NOC and Help Desk service. Based on industry best practices and fully integrated into our service Centre, we can pro-actively monitor and manage all your IT assets, including systems, software, devices and virtual resources remotely. Our local and bi-lingual team, continuously monitors your systems and are informed with our automated alerting system of any issues that may affect the normal operation of your IT.

When there is a problem, we can accurately diagnose and resolve most issues through rapid remote remediation that takes much less time than onsite visits, which will save you the often considerable costs of downtime.

With all the IT health and performance information that our **oneCare Enhanced** monitoring brings in, we are better positioned to help you optimize and manage your systems, eliminate costly and obsolete equipment and ensure that your warranties and licenses are up to date.

With an Onsite Manager installed at your site, CPC INC can easily monitor the health and performance of your assets

Device Managers	Onsite Manager	CPC INC
@ Offsite Devices	@ Your Site	Service Center

Solution Overview

Our remote monitoring and management platform consists of

Onsite Manager
A single, secure lightweight application installed at each site. Onsite Manager performs secure, comprehensive scans of your environment to gather the up-to-date information that CPC INC needs to manage your IT assets with unparalleled efficiency.

We can monitor and manage anything with an IP address, including: desktops, laptops, servers, managed switches, routers, firewalls, gateways, VoIP switches and phones, printers, faxes or scanners, off-the-shelf and custom applications, environmental control devices and specialized equipment, internal and external websites, cloud services , virtual machines and much more.
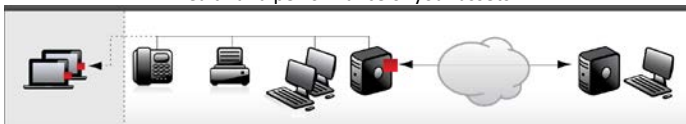
Device Manager
A single secure lightweight application that is install on systems that aren't connected to the main network, such as roaming laptops, home office machines or remote servers.

Service Centre
Our powerful, web-based, centralized dashboard that allows us to

- view your assets, health and performance data sent by the Onsite Manager
- drill down to details as required
- perform rapid remote remediation
- configure advanced services
- Produce a range of useful reports so you'll know exactly what's going on in your environment and much more.
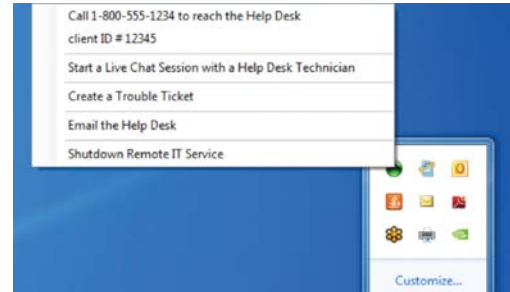

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The Benefits of oneCare 365 Enhanced

Computers <u>Plus</u> Components Inc. delivers industry best practices, monitoring and management of all your IT assets. We use hundreds of policy modules and alerting rules, developed in partnership with leading vendors including Microsoft, Intel, Cisco and Symantec. We will ensure that everything in your IT environment is being effectively monitored, managed and alerted on with all your performance and related data at our fingertips. Here's how our solution will benefit you:

✓ A single trusted point of contact and accountability

✓ Canadian bi-lingual world class engineers / technicians

✓ Buy what you need, get what you need when you need it

✓ Scalability – easily and cost effectively increase and grow your IT needs

✓ Increase your customer satisfaction and retention

✓ Seamless and transparent delivery of services

✓ Automatic notification of issues and changes to your systems

✓ Monthly status reports on all equipment under our care

✓ 24x7x365 – No days off

Call 1-800-555-1234 to reach the Help Desk
client ID # 12345
Start a Live Chat Session with a Help Desk Technician
Create a Trouble Ticket
Email the Help Desk
Shutdown Remote IT Service

Customize...

Support Assistant for Help Desk—customize all menu options with your brand

"The OneCare 365 NOC is the most valuable resource we have. It's the one service we heavily rely on to troubleshoot and resolve problems for our customers."

"We looked at a lot of different offerings. All of them have their good points, but really none of them offer the value, breadth of knowledge, and scope of reach that CPC INC does."

-Vincent Luca, CEO, Vincent Studios

The Do-It-Yourself Scenario

1. An IT problem occurs.
2. You discover the problem.
3. You or a team member sets aside core business tasks and begins an investigating to research the problem.
4. Best case: Problem is diagnosed accurately and resolved on the first attempt.

   Worst case: Problem requires multiple attempts at diagnosis and resolution; team member who attempts to fix the problem accidentally makes it worse – or even worse, nobody knows there is a problem!

5. Problem is maybe resolved.

RESULTS
- If the best case unfolds, one or more resources are taken off core business activities for partial or full duration of problem diagnosis and resolution, resulting in loss of productivity.
- If anything less than the best case unfolds, significantly more time is required to resolve the issue, resulting in more lost productivity on core business activities.
- In the worst case, additional, unplanned expenses are incurred, not including the costs of downtime: reduced productivity and lost opportunities.

OneCare 365 Enhanced Scenario

1. CPC INC is alerted before or as the problem occurs because best practices *24 x 7 x 365* monitoring and alerting is in place.
2. CPC INC quickly and accurately diagnoses the problem in the Service Centre.
3. CPC INC conducts rapid remote remediation from the Service Centre and resolves the problem.

CPC INC gives you comprehensive reports every month and quarter to show the work performed, identify issues, and support optimized IT budgeting.

RESULTS
- You get the right technology expert on the job from the start, with fast and reliable resolution.
- Your team stays focused on core business activities.
- Many issues are detected and resolved proactively *before* you even notice.
- Downtime is significantly reduced or even eliminated, with no more costly surprises

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