



Crestline Total Care System™

Crestline understands that computer systems should work seamlessly in the background so you can concentrate on running your business. That's why we've designed the Crestline Total Care System, a support and maintenance program that keeps your computer network operating efficiently and reliably. Our Total Care Packages can be customised to fit both your budget and your in-house capabilities, providing everything from simple troubleshooting and emergency support to a complete outsourced IT department.

The Total Care System provides a systematic approach to ensuring the health of your computer system. The Total Care process begins with an audit of all equipment to be covered and a detailed report on any upgrades necessary to meet minimum program requirements. Then, an Action Plan is developed that outlines the services required to ensure the seamless operation of your computer system.

Total Care packages include monthly reports, quarterly preventative maintenance, telephone and e-mail support. Regularly scheduled visits by our certified technicians will ensure that your operating systems are current, security patches are updated, hard disks backed up, and your network, e-mail and internet services operate efficiently.

Total Care Essentials™

Total Care Essentials is designed for companies with simple requirements and the in-house technical resources to handle the day to day management of the company's network. This package includes on-site service, troubleshooting, quarterly preventative maintenance, telephone and e-mail support.

Total Care Plus™

For companies requiring more advanced support to complement their in-house technical capabilities, Total Care Plus provides additional on-site service hours per month to provide broader pre-defined services including network monitoring, troubleshooting, quarterly preventative maintenance and telephone and e-mail support.

Total Care Complete™

Total Care Complete is designed for companies who would like to outsource all their computer maintenance and management needs. It includes on-site service, network management and monitoring, troubleshooting, quarterly preventative maintenance, telephone and e-mail support.

Each Total Care Plan consists of one or more of the following Services:

Desktop Support

To ensure that your computers are working at peak performance, Total Care Desktop Support includes desktop troubleshooting, operating system updates and patches as well as routine automated scheduled maintenance.

Network Management Support

Crestline provides a complete range of Network Management, Administration and Support services depending on specific customer requirements. These include advanced trouble shooting, technical support, network administration and ongoing maintenance. All operating system patches and service updates will be provided to ensure the most current, stable and secure operating and application environment.

Remote Network Monitoring

Remote monitoring services will ensure your system is running at optimal levels at all times and identify problem areas before they impact your business.

Back Up Services

Ensuring that all customer data is secure and backed up is a critical business requirement. Crestline will implement an automated backup schedule and regularly verify backup integrity.

Security Services

Total Care Security Services provide the ongoing implementation of any security measures required to secure company data from hackers and protect your computers from viruses. Firewall software and settings will be monitored on a regular basis. Anti-virus software will be updated and regular system scans will be performed and analysed.

Hardware Preventative Maintenance

This service provides quarterly cleaning, review and operational checks in order to identify problems before they affect performance, and to ensure that your hardware is operating at peak efficiency.

Crestline Computer Solutions

9 Industrial Pkwy South, Aurora Ontario L4G 3V9

Telephone: (905) 727-7978 • Toll Free: 1 (877) 727-7978 • Email: info@crestline.ca • Web: www.crestline.ca

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