

Proactive Maintenance Solutions

We adapt to your business needs. Choose only the services that you require and let us customize the right solutions for you.

Your business environment is dynamic, and so are your business needs. You need to be agile, to respond quickly, efficiently and effectively because your business depends on uptime.

At ONS, we offer a comprehensive suite of Proactive Maintenance Solutions that free up your limited resources to concentrate on your mainstay business. Let us worry about supporting your growing business with cost-effective infrastructure solutions.

Service Flexibility, Business Agility

Select from our solutions and services, and free yourself from mundane day-to-day operations. Benefit from guaranteed effective cost management, high service levels and availability, scalability, continuous technology improvements and ready access to specialized resources.



Use our reliable and comprehensive range of services to maximize your business results.

■ Infrastructure Management

Trust us with your infrastructure operations, management and maintenance. Enjoy increased convenience and accessibility with our 24 x 7 services – without committing extra manpower and investment.

Our on-site and off-site infrastructure outsourcing services enable companies to connect globally. These services include:

- **Call Center** – Our 24 x 7 Call Center is your single point of contact for all operation issues. Our proven support and escalation systems ensure that we dispatch the right people with the right solutions, resulting in first-call resolution. Our Call Center also manages the escalation, fault scheduling, tracking, and Service Level Agreement (SLA) fulfillment.
- **Hardware Maintenance Services** – For all your hardware investment, they should be backed by the best warranty service in the industry. To ensure that you get quick accessibility to expert service to get your system back in operation should a hardware failure occur ONS Hardware Maintenance Services will deliver a cost effective approach to hardware maintenance support.
- **Desktop Management** – ONS Desktop support services provide a complete suite of on-site support services for desktop problem resolution, move-add-change (MAC) requests, software distribution, asset management, etc.
- **Server Management** – Our server management services ensure that your system environment is maintained for high availability, reliability and consistent uptime. We offer a complete range of maintenance services to ensure that your server equipment is kept in good shape for round-the-clock business access. In an environment where accidents or disasters can dramatically impact business, preparedness is the key.

■ Network Management

Our 24 x 7 Network Operation Center (NOC) monitors key components of your LAN infrastructure. We help you achieve significant cost savings by ensuring a high availability network, allowing you to focus on your core business.

Our flexible and scalable remote network management and operational support services include:

- **Fault detection, notification, repair, and management**
- **Performance monitoring, analysis, and reporting based on customer requirements**

Service Highlights:

Proactive Monitoring of essential Server and PC functions, logs, performance, disk space, uptime, etc.

Patch Management and Service Pack installation on monitored systems

Temporary and Internet File removal

Anti-Virus / Spyware management

On-Site Repair of affected systems when required

Management Reporting at regular intervals

Pricing (requires 1 year contract)

	\$ / Month	Support*
Per Server	\$200	Unlimited
Per PC (5+)	\$25	Unlimited
Per PC (1-4)	\$50	Unlimited
Out of Area	CALL	30+ Miles

* Excludes Hardware Failures - Billed @ \$75/hour + Parts