



## Introducing

# COMMONGROUND

the way IT should be

For years, IT companies and their clients have been working against each other. Something breaks, the IT company comes out to fix it, followed by a big bill. Before now, the only time an IT company made money was when things went wrong, and the extra downtime to the client made the situation even worse.

That's all about to change. With **COMMONGROUND** from Network Builders, we work with you to make sure that things don't break in the first place. Using a flat-fee monthly approach to billing, our incentive is to keep your network running smoothly. The better we do our job, the less you will see of us, and more you will get out of your network. Finally, you can stop paying for downtime. Doesn't that make sense?

<b>Virtual IT Manager</b>	With Network Builders Virtual CIO, we are there every step of the way. We will consult with you to make sure your investment in technology meets your business needs today and those of tomorrow.
<b>24/7 Monitoring</b>	24/7 network monitoring and maintenance. Other IT companies only offer monthly or quarterly checks of your network. We monitor the health of your network 24 hours a day, every day.
<b>Service Desk</b>	Users will have access to a Network Builders engineer with the click of a button. By clicking an icon on the users desktop, an engineer can be remotely connected to assist with any issues. No need to wait for a Technician to arrive on-site. Thus, saving you time and money.
<b>On-line Ticketing</b>	Allows any user to create a service request work order via the Network Builders support web site. This enables users to track the status of open and closed service request tickets.
<b>On-Site Support</b>	Traditional on-site support. We will be there when you need us. If an issue cannot be resolved remotely, an engineer will be dispatched and provide support on-site.
<b>Patch Management</b>	Daily operating system patching and Microsoft Office patching. Everyday your systems are checked to make sure the latest updates have been applied. If a computer is found to be out of date, updates are automatically sent to the computer to be installed without the user ever knowing.
<b>Monthly Reports</b>	Every month you will receive a report on the health of your network. Included in the reporting is an executive overview with details the monthly activity on your network.
<b>Backup Monitoring</b>	Your data is your business. It is one of the most valuable components of your business. <b>COMMONGROUND</b> checks your backup every day to make sure your backups are completing successfully. Don't wait until your data is gone to find out if your data has been protected.
<b>Monthly Billing</b>	Know what your IT expenditures are going to be. No surprises. Our flat-rate montly service saves you money and provides you the best protection against downtime. We are motivated to keep your business running.

At Network Builders we're committed to work with you not against you. We treat every client like a partner, and we create solutions that align our businesses. Let us show you *the way IT should be*.

Call **209.985.4745** for more information.