



Essential Stability Protection

Monitor, Predict, Prevent...

*Eliminate IT surprises with the benefits of
SWICKtech's ESP*

SWICKtech
I.T. Stability for your Business

15700 W. Cleveland Ave.
New Berlin, WI 53151

414.257.9266
SWICKtech.com

The SWICKtech Essential Stability Protection (ESP) Agreement covers the critical security licensing and management of your IT Infrastructure. This includes monitoring of your technology with notification to you when there are problems.

We act as your second set of eyes looking over your environment. We take responsibility for the equipment we manage along with patching and rebooting your server environment with our own internal IT specialist. We contact your critical suppliers on your behalf to assist in getting the most out of your technology investment.

Essential Stability Protection Covered Items

- Essential Email Monitoring
- Essential Internet Monitoring
- Essential Server and Desktop Monitoring
- Anti-Malware Licensing Cost & Management
- Anti-Virus Licensing Cost & Management
- Assessment and Site Surveys
- Asset & Inventory Management & Documentation
- Best Practices Documentation
- Client Advocacy Pool
- Desktop Monitoring
- Email Availability Services Cost (Backup, MX, Email Down Alert)
- Email Security Cost (Spam, Virus, Web Security, Open DNS, Filtering, Categorizing)
- Hosted Management Portal
- Integrated, Pre-Tested Solution
- Patch Management (Microsoft and Third Party)
- Essential Proactive IT Problem Prevention (Routine Maintenance, Monitoring, Root Cause)
- Remote Site Connectivity
- Remote Support
- Essential Server Monitoring
- SWICKtech Agent

Our Guarantee

We'll get it right the first time!



At SWICKtech, we feel so strongly about the importance of ensuring your network systems are stable, we insist you accept this guarantee of our work.

We promise to perform our services right the first time, or we'll do them again at **NO CHARGE**. Should something go awry, we'll make it right for you, our valued client, on our dime.

That's our promise, no fingers crossed.

Why SWICKtech?

- High Quality Onboarding Process with Extensive Documentation Included
- Technical Strategic Planning Process to meet Business Objectives
- Fixed Fee Model for Projects and Services

Pre-paid Ad hoc Rollover Hours can be purchased at a discount each month to address labor required for problem resolution.

