affianceSUITE™

Managed Network Services

affianceSUITE from Harland Technology Services (HTS) is a comprehensive, managed service for your computer network. This service provides the basic functions necessary for optimum network performance, reliability and security. Additional HTS managed services can be selected to produce the proper computing environment for your unique network.

Initial Client Assessment and Documentation	✓
Remote and Onsite Remediation	✓
Equipment Acquisition	✓
Network Installation	✓
Proactive Network Health Monitoring	✓
Proactive server administration	✓
Workstation availability and performance	✓
Disk capacity	✓
System process and event logs	✓
User Account Management	✓
Add/remove/disable/re-configure users	✓
User/group access and privileges	✓
Password administration	✓
System policies	✓
Printer access	✓
Security Administration	✓
Back up processes	✓
Managed anti-virus	✓
Managed anti-malware	✓
System security settings	✓
Hardware and Software Support	✓
Hardware failure resolution	✓
LAN/WAN connectivity/performance issues	✓
Network process failures	✓
Operating system support	✓
Network operations utility software	✓
Tier 1 office productivity software support	✓
Microsoft service packs and patches	✓
3rd party patch management (Adobe, Java and others)	✓
Remote access service and support	✓
Mobile device support	✓
Printer support	✓
General Support	✓
Toll free technical support	✓
Unlimited help desk calls	✓
Non-business hour and weekend support	✓
Client reporting	✓

Harland Technology Services • 800.228.3628

www.harlandtechnologyservices.com

HARLAND
TECHNOLOGY SERVICES
A DIVISION OF SCANTRON