

Total Server Care

Valueforge Total Server Care takes the guesswork out of server maintenance budgeting. For a flat monthly fee, we will manage all aspects of maintaining your Windows 2000 or 2003 Server platform, including Exchange Server and SQL Server functionality. If something goes wrong, we will rectify the situation at no additional cost to you regardless of how long it takes.

The Total Server Care program is designed minimize server downtime through diligent application of preventive maintenance. The Valueforge team assumes full responsibility for maintaining the health of your server via pro-active management and automated remote monitoring.

Total Server Care includes the following services:

1. All labor charges associated with maintenance of server hardware, Microsoft server operating system (Windows Server 2000 and 2003), Exchange Server and SQL Server.
2. Server patch management. Valueforge will test and evaluate all new patches for robustness as they become available. Patches are installed only after they have been thoroughly tested for integrity.
3. Antivirus management for most commonly used antivirus platforms. Periodic system scanning, update and patch management.
4. 24/7 monitoring of system services. If a service fails, we will correct the issue without need for additional notification. Issues can frequently be resolved before network users become aware of any problems.
5. Categorization and escalation of server alerts. Server log files are reviewed periodically to look for current problems and potential future problems. Actions are taken automatically to address alerts before they become critical.
6. Asset tracking. Hardware and software is inventoried on each server. Changes are identified and noted to aid in future problem solving. The operations center is notified of all changes.

Machine Eligibility

1. Windows Server 2000 and 2003. Exchange Server 2000+. SQL Server 2000+.
2. All server hardware and brands under five and a half years of age. (Custom white-box products subject to Valueforge approval).
3. Servers aged between 5 ½ and 6 ½ years of age are covered for a 40% price premium. Servers between 6 ½ and 7 ½ years of age are covered for a 100% price premium. Servers over 7 ½ years of age are ineligible for this program.

Total Server Care: Peace of mind for your business.
\$150/month/server