

# cyberstreams

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Advancing business via smart technology

Remote x **M**onitoring x Services  
**M**aintenance

## Focus on Your Business - While We Focus on Your IT!



At CyberStreams, Inc., we know it is difficult to manage what you cannot measure. Our NEW RM<sup>3</sup> 24 x 7 monitoring, alerting and reporting service provides us with the information, data, network performance trending analysis, and security vulnerability information critical to service, plan, and manage your IT environment.

You have invested in your IT infrastructure and rely on its performance, security, and reliability. CyberStreams, Inc's NEW RM<sup>3</sup> services not only ensure you have a qualified team ready to service this critical asset but, also, the real time data to ensure its being done on time, when needed, using the most advanced network asset tracking and performance monitoring.

"While driving to the office my phone rings; it's Scott. He informs me that he's checked our systems this morning and discovered that our T-1 line is down. He's already contacted Integra and submitted a repair ticket. I arrive at the office and inform everyone that our T-1 line is down and that I'll keep them posted as I get updates. Estimated time from my day - 5 minutes."

Julie LaPrarie-  
Rowley Properties, Inc.

### RM<sup>3</sup> Monitoring and Reporting

- ✓ Our proactive monitoring and alerting tools identify, track, and report on issues affecting the security, performance and reliability of your IT.
- ✓ By analyzing network device alerts, pre-failure indicators, performance benchmarks and security issues, preventative maintenance opportunities are identified.
- ✓ Periodic Business Reports: To ensure that your IT is aligned with your business goals, we provide quarterly reports which are a culmination of the Cyberstreams' audit and analysis process over the preceding 90 days. The report is a review and update on all the work completed in the last quarter and a discussion of projects in process.



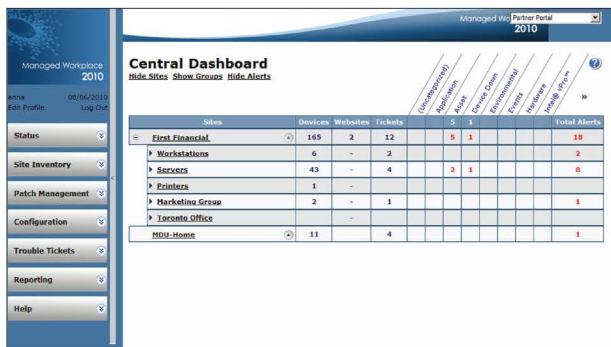
### RM<sup>3</sup> Maximize Your Return on IT Spending

- ✓ Our RM<sup>3</sup> services includes a complete asset inventory and regular health, security, and performance analysis reporting so that you can see what you have and how well your IT assets are working for you.
- ✓ Our improvement recommendations will help you lower your total cost of IT, including the hidden costs of downtime, substandard performance, and lost productivity due to incompatible or out-of-date software.

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# RM<sup>3</sup> Features & Benefits

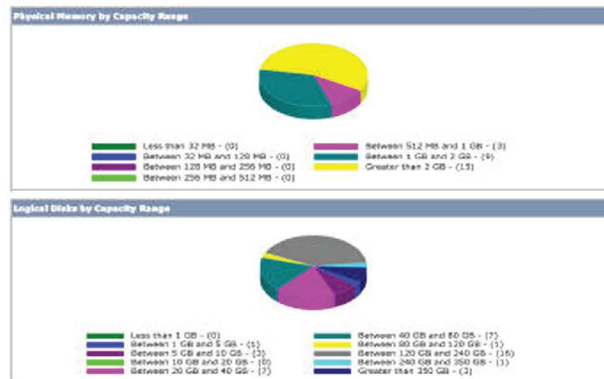
## 24 X 7 Monitoring, Alerting and Reporting



All systems, network devices, and website performance

Monthly Reports provided and reviewed by CyberStreams

## Asset-Based Control

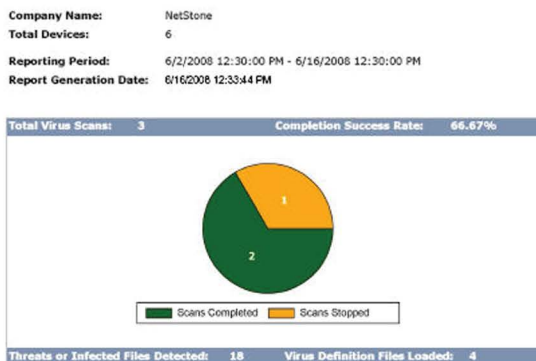


Complete summary of hardware and software inventories

Updated warranty status

Identification of unauthorized software

## Security Assurance

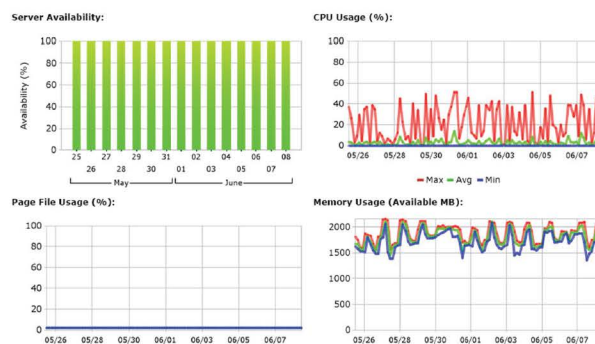


Baseline security scanning to detect security holes

Continuous monitoring for viruses, worms, spamware, and other malware

Automated verification of data backup completion and identification of any failed backups

## Preventative Maintenance



Updated security patches for your desktops and servers, and identification of failed or missing patches

Comprehensive server health reports for all servers