

Virus Prevention and Management	Ensure Virus Software is operating as specified
Spyware Prevention and Management	Ensure Spyware is operating as specified.
Back-up Monitoring and Management	Ensure required systems are successfully backed-up each day.
Operating System Patching and Microsoft Office Patching	Proactively Review and Eliminate vulnerabilities in your OS that circumvent the security of your computer. Without patches, attaching the computer to the network or visiting a malicious website could allow third parties to take control of your computer, your accounts, and your files.
Hard Drive Defragmenting and Optimization	Besides causing latency, fragmentation causes inefficiency to the hard drive heads when reading files which may lead to system freezes and crashes. It is important to keep your hard drive defragmented and optimized as much as possible.
Monthly Network Health Report	Once you partner with accedence your Dedicated IT consultant will develop a set of reports that will benchmark your companies performance. These reports will outline your Key Performance Indicators (KPI) and allow you to have a comprehensive snapshot of your network anytime you like.
Quarterly Business Review	At the end of each quarter accedence will schedule a meeting with you, your accedence dedicated IT Consultant (ITC) and your accedence Client Development Manager (CDM). Our goal is to continually meet with you to ensure our business is aligned with your business.
24/7/365 ProActive Monitoring	Our sophisticated Network Monitoring System is constantly reviewed by your dedicated IT Consultant (ITC). Our proactive approach to system monitoring provides for greater uptime and exceptional performance so that you can focus on your business while we focus on your network.
Access to accedence Client Resource Center (CRC)	The accedence Client Resource Center (CRC) is your tool to use however you see fit. The CRC is accessed via the web-portal and is customized to fit your needs - create a help desk ticket, view your network health report, access website control panel, view asset inventory and many other options.
Asset Management	A report that will show all devices located on the network.
24/7/365 Access to accedence Help Desk. (*hourly rates apply)	Regardless of your Service Plan, a qualified IT Consultant (ITC) from our local support team is always available to assist you in your time of need. Take advantage of our Freedom or Infinite plan and 24/7/365 support is provided by a dedicated IT Consultant (ITC).
Remote and Onsite Support for All Servers, Routers, and Switches	End to End support for all laptops and desktops. No matter what the problem, accedence will resolve the issue via remote log-in or if necessary your dedicated IT consultant will be deployed to your location within a reasonable amount of time.
Asset Inventory	All computing and network devices such as laptops, desktops, servers, switches, routers, etc are inventoried and documented with information such as serial number, type of CPU, configuration, etc. Software is also inventoried and documented to ensure proper licensing. All computing and network devices are asset tagged to ensure accountability.
Remote and Onsite Support for All Workstations	End to End support for all laptops and desktops. No matter what the problem, accedence will resolve the issue remotely or if necessary, an IT consultant (ITC) will be deployed to your location.
PDA Support	End to End support for all your PDA's (Blackberry, Palm Pilot, etc.)
Disaster Recovery	At accedence , we will work with you to develop a customized disaster recovery plan that is simple, repeatable and sustainable.
Hardware Assurance Plan	In the event of a hardware failure, accedence will provide loaner equipment until a replacement is installed.
Website, Email and DNS Hosting	Let accedence manage all or some of your hosting needs.
Offsite Remote Storage	Offsite Remote Storage allows accedence Clients to safely and effectively back up their systems to our remote data storage center.