# What is eServices?

Business… Free from Interruption…

Evologic eServices Support is delivered across 4 interdependent "blocks" that support and underpin each area; Reactive Support Services (or Helpdesk), Network Administration, Proactive Technology Management, and Technology Consulting.

Every I.T. service provider can fix something that's broken, or set up your backups, or provide some Antivirus etc. It's how those services come together in a system that enhances productivity, reduces the overall cost of Technology, and helps to reduce business risk that makes an I.T. Service Provider remarkable and worthy of a seat at the table.
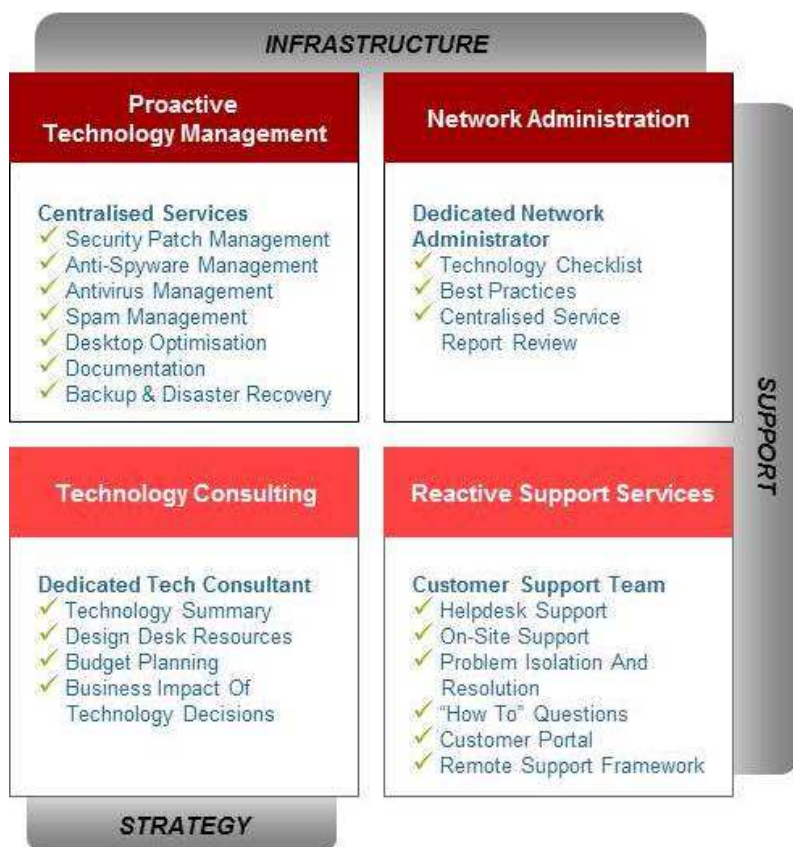
It's our Technology Consulting and Network Administration processes that set us apart...

While your staff's day to day requests are being responded to and resolved by our **Help Desk**, your dedicated **Network Administrator (Net Admin)** is responsible for bringing your network in line with the **12 Evologic Best Practices.** These cover all critical areas of your network's operations from Backups, all the way to the Environment which your Infrastructure resides. The "Audit and Remediate" process your **Net Admin** performs is completed in part, during your Monthly Onsite Preventative Service Call. Your **Net Admin** will meet with you on arrival and explain the tasks to be completed that day, then meet with you again before departure to explain their findings and the business impact they may represent.

Our **Centralised Services** team monitors your network and infrastructure for performance and error states, while maintaining your Backups, Perimeter Security, Antivirus, Spam Filtering, Security Patches and optimising your Desktop and Laptop fleet to ensure maximum return on investment. Monthly Executive Summary Reports provide a regular rhythm of feedback for the peace of mind that we've got it all under control.

With the daily requests and incidents taken care of by the **Helpdesk**, the core network components monitored and managed by **Centralised Services**, the continuous improvement of Best Practice auditing providing predictability and reliability by your **Network Administrator**, your dedicated **Technology Consultant** ties it all together…

Each Quarter, your **Technology Consultant** will meet with you to review the previous quarter's performance. Recommending current and new technologies to assist in achieving your business goals is the responsibility of your **Technology Consultant**, as well as assistance with I.T. budgeting and planning. As a point of escalation and advice as required, your **Technology Consultant** is there to ensure your I.T. Investment is working *for* your business, not against it.

It's this Process that moves us toward Business… Free from Interruption…

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