



## Keene Controls Managed Services

Automated, remote management of your information technology (IT) networks, telephony and online systems. Get guaranteed 99.5% uptime and reduce IT costs up to 80%!

Nothing is more essential to your business than the uninterrupted availability of your IT and network infrastructure. Keene Controls offers a variety of comprehensive managed service plans to lower your business risk and free up your resources for core business initiatives. Our managed service plans are designed to maximize performance and uptime, for approximately 20% of the cost of in-house staff. We are so confident in our services we guarantee 99.5% uptime under a Fully Managed Service Level Agreement (SLA)!

### **Solve problems before they happen**

We proactively monitor your IT and network components remotely from our ultra-secure data center using advanced automation-enabled tools. Remote remediation addresses issues before problems occur, ensuring your business is always up and running. In the rare instances when on-site assistance is needed, our nationwide support network provides rapid response.

**Better device and network performance with high availability**—systems and networking optimized and monitored 24/7/365. Enjoy 99.5% guaranteed uptime with a Service Level Agreement.

**Reduced maintenance costs**—reduce overall costs to as little as 20% of the cost of in-house resources.

**Predictable costs**—eliminate hidden costs with flat monthly fees. Pay only for the devices you wish to cover.

**Optimized use of internal technical resources**— free up your technical team to focus on core business activities.

**24/7/365 help desk availability.**

**Access advanced and new technologies**—without capital investment or addition of development staff.

**System performance visibility**—secure client web portal provides useful features such as event notification, web portal reporting and problem identification/resolution.

**Accurate capacity planning**—see current usage and available capacity of your network for proactive planning without interrupting service delivery or customer satisfaction.

**Linking of contact centers**—improve communication between business sites and deliver more consistent customer service.



## Managed Service Plans

Flexible managed services that keep you up and running, at a fraction of the cost of in-house IT.

Keene Controls offers three levels of managed services for your technology infrastructure.

**Fully managed:** provides round the clock monitoring of the devices under contract, full Help Desk support, and remote or on-site remediation of any problems identified. An asset inventory, automatically compiled as a result of a baseline audit, is subsequently monitored, ensuring visibility of software compliance, device changes and warranties. Under this plan, we guarantee 99.5% uptime. (Parts not included.)

**Remote remediation:** includes round the clock monitoring of the devices under contract. Any problems identified are addressed remotely or on-site with your authorization. Full Help Desk support is provided. (Parts not included.)

**Monitoring:** we will advise you if a device has failed, or is about to fail. You choose how you would like to resolve the problem. This low cost option is ideal for lightly utilized devices and other devices such as video cameras and door locks.

	MONITORING	MONITORING + REMOTE REMEDIATION	FULL MANAGED SERVICE
Plan Feature			
Baseline <u>Technology Audit</u>	√	√	√
24x7 Remote Monitoring	√	√	√
Live Help Desk Support	√	√	√
Proactive Detection and Alarm Notification	√	√	√
Remote Remediated Issue resolution		√	√
Service, Response & Repair	Pre-authorized	Pre-authorized for all issues that cannot be resolved remotely	On-Site Service, Response & Repair on all issues with 99.5% SLA



			Guarantee.
Emergency On-Site Support (If required)	Pre-authorized	Pre-authorized	√
<b>Server &amp; Desktop Patch Management</b>		√	√
Secure Customer Service Portal (View your network plus web-based ticket submission and status.)	√	√	√
Asset Inventory Management			√
Predictive Failure, <b>Performance Monitoring and Capacity Planning</b>			√
Monthly Reporting on Issue Resolution and Systems Health	√	√	√
Quarterly On-Site Report Analysis	√	√	√

**Interested in talking with us? Call 716-406-2091 or visit [www.Keenejailequip.com](http://www.Keenejailequip.com)**

**About Keene Controls**

Keene Controls is a national provider of professional IT and remote managed services. Our advanced, automation-enabled technologies are delivered remotely from a secure, state-of-the-art data center, and uniquely supplemented by a nationwide on-site support network. We help businesses maximize the value of their technology investments in ways that are smart, safe and cost-effective.

Keene Controls a subsidiary of Keene Detention Inc.  
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