

# Gigaisland Monthly Maintenance Service

**Proactive, preventative health & virus checks each and every day.  
Boost productivity and security.**



Gigaisland's Monthly Maintenance means that you can rest assured that your PC's and laptops are in business-ready condition and if you have any computer issues they are covered under our maintenance service. Computer issues would be can't receive/send email, computer not turning on, trouble printing, etc. Our proactive, preventative health, virus, & backup checks test key components of the system daily and makes sure your computer is virus free & backups are working. We'll be able to spot problems – almost always before they cause user downtime – and can fix them fast so your employees can make the most of every day.

## Why use our maintenance service?

Because your working day is dependent upon your PC, it's essential that that equipment is ready-to-use at any time.

Gigaisland's Monthly Maintenance Service conducts start-of-day checks to ensure your systems are in peak condition.

Proactive Computer Checks perform the following:

- ✓ Notify us if your computer is infected with malicious software and we'll take action to clean your computer, while making sure your anti-virus software is up to date always
- ✓ Check that your Windows® Services (the bedrock of your computer's operating system) are operating properly.
- ✓ Looks for unauthorized log in attempts and determines whether someone has been trying to hack into your systems.
- ✓ Checks to ensure your backups are running as expected. If they fail we'll fix them for you.

- ✓ Checks to ensure you have adequate disk space remaining. Running out of disk space can cause your computer to crash and involves lengthy delays to repair the device.
- ✓ Reviews Critical Event log entries and spots other issues.

## Rapid Response When There's a Problem

If there's a problem, we'll open up a service request that same day and start to work on your computer issue.

## Key Benefits

- ✓ Computer support when you need it, with no techie talk, and with a smile.
- ✓ Get help from a human, not an automated support system.
- ✓ Rest easy in the knowledge that your AV is always up-to-date, your disks are in good health and Event logs are checked daily.
- ✓ Let us worry if your backup is working and up to date. If it isn't we'll fix it for you.
- ✓ Instant, accurate alerts mean we can resolve problems fast. Avoid wasting hours waiting for engineers to diagnose and repair problems.
- ✓ Weekly emails are sent to let you know the status of your computer(s) health and security.
- ✓ Cut downtime. Increase productivity in the office.

## How do I get going?

Just give us a call at 808.673.4747 or email us at [info@gigaisland.com](mailto:info@gigaisland.com). There's no need for a technician to visit. Contact us to find out more.