

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. There's no need for a technician to visit. Contact us to find out more.