

Cybereal Total Network Management

Overview

The Cybereal Total Network Management (CTNM) package is a cloud-based remote monitoring and management solution that is meant to maximize your IT systems efficiency, reliability, and security, all while minimizing any disruption to your employee's workflow.

This highly efficient system begins with the installation of a single software agent on a PC or server on your network. Once installed, the agent begins the process of inventorying all of your devices, such as servers, PCs, Macs, printers, and network equipment. Once complete, your dedicated Cybereal IT Consultant will then optimize your environment to take full advantage of the management solution.

Once the installation and configuration are complete, your network will now be fully monitored by the automated system, 24 hours a day. As a baseline of the status of your network, you will be provided with a report package that outlines your existing infrastructure, including the full technical specs on all PCs and servers, warranty status, asset tags and serial numbers, and the health and status of those devices. Your Cybereal IT Consultant will go over these reports with you, explaining what immediate steps will be taken, and answering any questions you or your staff may have.

Features

The Cybereal Total Network Management solution includes the following features:

- **24/7 Monitoring:** The installed agent continuously monitors all devices on your network, and if a problem is found, an email or text message is sent to your dedicated Cybereal IT Consultant who will review the notification and take immediate action when necessary.
- **Automated Remediation:** For some items such as drive space issues, disk faults, and restricted software installations, the system can take immediate automated action, often resolving the issue without any user or consultant action required!
- **Windows Patch Management:** The CTNM solution allows your Cybereal IT Consultant to manage the deployment of Windows Updates to servers and PCs on your network. This provides a much more secure and efficient way of managing these updates rather than relying on Windows Automatic Updates which can deploy patches and updates which may interfere with you existing business software and services, or waiting weeks or months for the patches to be installed manually during your next on-site visit.

- **Security Monitoring:** The CTNM system constantly monitors your network and equipment for changes and new and/or unauthorized devices, and is fully integrated with Microsoft's Baseline Security Analyzer to provide an additional layer of security for your network.
- **Non-Invasive Troubleshooting:** Using the CTNM system, your Cybereal IT Consultant can review files, data logs, settings, and runs scripts and commands on your users PCs without needing to take control of their machine and disrupt workflow. This form of out-of-band management lowers the downtime for users and managers and can result in the savings of dozens of hours of productivity throughout the year!
- **On-Demand and Scheduled Reporting:** System inventory, security and status reports can be generated whenever requested, and are provided monthly as part of this package. Your Cybereal IT Consultant will review these reports with you at your convenience and if you are already subscribe to one of our quarterly maintenance and planning packages, on-site review of these reports is included.

Pricing

Our pricing is straightforward and starts as low as \$10 per device. Unlike others in the industry, Cybereal does not force you into service bundles, which often include unnecessary features while masking the true costs of the services provided. The Cybereal Total Network Management package is meant to complement your exiting Cybereal services, such as IT support, Cloud Backup, and full spyware and anti-virus protection to form a cohesive, reliable ecosystem for IT management!

Service Terms

The Cybereal Total Network Management package is offered as an annual contract and is billed annually or quarterly upon customer request. Contracts renew annually with any updates to pricing or plans verified with your company prior to renewal. Pricing is based on the service offering only. Service time related to issues flagged by monitoring is not included and will be billed at Cybereal's standard rates as noted in your Cybereal Rates and Policies document.

Contact your Cybereal IT Consultant for a personalized quote today!