

MercadienCare (MCare)



> Proactive > Consistent > Affordable



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It's Like Having Your Own IT Department



System downtime, viruses, spyware, losses of productivity.... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.

Proactive, Flexible, Affordable, Managed

At Mercadien Technologies, we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

MCare from Mercadien Technologies consists of various service level offerings that provide affordable proactive IT management and support. Utilizing our unique framework for providing managed IT services, Mercadien Technologies provides a range of proactive services designed to optimize your technology investment and maximize the productivity of your people and business.

It's not just about monitoring, that just lets you know something is wrong.

And it's not just about remote access to your systems to troubleshoot issues.



It's about a proactive preventative approach to IT systems management

This is possible through the use of a series of "Best Practices" that we have developed over years of collective experience.

Best practices for tasks such as:

- Spyware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Backup and Disaster Recovery
- User Policy Enforcement

Best practices that are embodied in an automated state-of-the-art infrastructure that gives you immediate response time, access to resources and proactive solutions.

Our technology expertise becomes your competitive advantage.

DID YOU KNOW?

20 million person days per year are lost due to technology failures

A cost that few Businesses can afford. Any business supported by technology should consider both direct & indirect costs.

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Businesses are often shorthanded when it comes to fully leveraging technology, and are often frustrated because their IT staff is spending too much time simply keeping their IT systems up and running. They would prefer to be using their resources to perform more strategic tasks which can have a greater impact on their business rather than simply reacting to problems."

Jeff Kaplan, THINKstrategies, Automating and Optimizing Service Delivery Performance

Proactive IT Management

By maximizing the benefits of technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently and without fail.

As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any impact on the business.

Consistency creates reliability which results in predictable costs. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Consistency is the cornerstone of MCare.

MCare Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

We keep you informed by providing regular communication and executive reports covering the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

MCare Benefits

- Reliability
- Security
- Consistency
- Productivity Gains
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs

Mercadien Technologies provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. Mercadien Technologies uses advanced processes, tools and methodologies, to deliver superior services that match your needs. You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. We will help you turn your data networks into an effective, efficient component of your growing business.



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Executive Management Reports that offer easy to read graphical data, quickly summarizing the overall health of your network.

On the 1st of every month you will receive an Executive Summary that will show you the health of your network for the past 30 days at a glance. Plus, Mercadien can create over 50 customizable management reports that address critical variables at a glance.

Client Information		Network Health Score	
Contact Person	Mike Miller	Patch Score	31% * 2/7
IT Manager	Dave Snyder	OS Score	100% * 1/7
Servers Managed	2	Disk Score	85% * 2/7
Workstations Managed	18	Automation	48% * 1/7
Total Systems Managed	20	Fragmented Drives	5% * 1/7
System Activity Last 30 Days		55%	
Patch Scans Completed	643	Operating Systems	
Patches Installed	4		
Audits Completed	988	Patch Status	
Backup Service		Patch Approval Policy Applied	
Successful Backups	0		
Failed Backups	0	Alarm Notifications	
Automated Services (11PM)		Alert Event Log 171	
Rescheduled Automation	148	Alert LAN Watch 14	
SpywareScan	0	Alert Agent Offline 4	
Defragmentation Check	273	Alert Agent Online 4	
Defragmentation Needed	30	Alert Backup Alert 2	
Windows Disk Cleanup	272	Agent Set <input checked="" type="checkbox"/> Workstations 10	
Crashed Applications Found	50	No SNMP Alarms Found 0	
Logon Failures	0	No System Check Alarms Found 0	
Spyware Count			
Ticket Status			
Tickets Created Last 30 Days	0		
Total Tickets Past Due	0		
Tickets Closed Last 30 Days	0		
Disk Space Used			



A proactive, preventative approach to IT management.

Let Mercadien Technologies help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

MCare Enrollment Options

Integrated Program

Provides monitoring and notification of imminent problems as well as remote problem resolution.

- Hardware Management Inventory Report
- Software Management Inventory Report
- Security Patch Management
- System Log Monitoring
- Virus Protection Monitoring
- Daily System Audits
- Monthly Management Report
- Security Patch Management
- Virus Protection Management
- Application Deployment
- Application Addition and Change Notification
- Hardware Change Notification
- Security Log Monitoring
- Application Log Monitoring
- Spy ware Removal and Management
- Bandwidth Usage Tracking
- Hardware Management Inventory Report
- Software Management Inventory Report
- Remote Control Support
- Remote Problem Resolution

Guardian Program

Provides monitoring and notification of imminent problems as well as remote and onsite problem resolution.

- All entitlements of the Integrated plan
- Onsite assistance included to issues identified through the MCare notification system

Enterprise Program

Provides monitoring and notification of imminent problems as well as comprehensive coverage for all technology support issues.

- All entitlements of the Guardian plan
- Consulting, Installation & Support for all moves, adds, changes and upgrades
- Vendor Management & Coordination
- Comprehensive technical support-remote or onsite

- **Continuous-Data-Protection (CDP)** offering automated, internet-based data backup eliminating the need for tape drives, backup software and media. Data restoration is streamlined making disaster recovery steps easily executed.
- **Email/Content Management:** automated Spam/Virus management for all inbound and outbound email.
- **Endpoint Security:** install it and forget it. We will provide complete virus and anti-spyware protection for file servers, workstations and laptops.

Optional Services

- **Continuous-Data-Protection (CDP)** offering automated, internet-based data backup eliminating the need for tape drives, backup software and media. Data restoration is streamlined making disaster recovery steps easily executed.
- **Email/Content Management:** automated Spam/Virus management for all inbound and outbound email.
- **Endpoint Security:** install it and forget it. We will provide complete virus and anti-spyware protection for file servers, workstations and laptops.
- **Hosted Exchange Email:** Complete Exchange functionality without the cost of a server, Exchange license or seat licensing. One low monthly cost provides a full-featured Exchange environment with an Outlook viewer and your email environment is completed protected from spam and viruses real-time all the time.
- **Emergency Imaging Backup/Restore:** Completely restores in under one hour. Whether you need to recover a single file, restore a crashed workstation or restore a system from bare metal in the event of a disaster, MCare EIR provides the most comprehensive, reliable and cost-effective server and workstation protection.

MCare Service Feature	Integrated	Guardian	Enterprise
Primary Features/Benefits			
Technology Asset Inventory	✓	✓	✓
24 X 7 Monitoring	✓	✓	✓
Monday-Friday 8-5 live assistance	✓	✓	✓
Alerting / Notification	✓	✓	✓
Complete Patch Management	✓	✓	✓
Virus Protection Monitoring	✓	✓	✓
Monthly Management Report	✓	✓	✓
Security Log Monitoring	✓	✓	✓
Application Log Monitoring	✓	✓	✓
System Log Monitoring	✓	✓	✓
Network Bandwidth Usage	✓	✓	✓
Dedicated Systems Analyst	✓	✓	✓
Technical Support			
Help Desk Support	✓	✓	✓
Unlimited Remote Problem Resolution	✓	✓	✓
Remote Control Shadow Sessions	✓	✓	✓
Virus & Spam Removal Management	✓	✓	✓
Application Deployment	✓	✓	✓
Hardware/Software Change Notification	✓	✓	✓
Onsite Assistance		✓	✓
Comprehensive Technical Assistance-Onsite or Remote			✓
Consulting / Installation & Support for Moves, Adds, Changes & Upgrades			✓
Vendor Management / Coordination			✓
Continuous-Data-Protection (CDP) Tapeless Backup			✓
Endpoint Security			✓
Email/Content Management			✓
Optional Services			
Hosted Exchange Email			
Emergency Imaging Backup/Restore			