

'PAV do their job superbly and that means we can get on with doing ours. And, of course, we now have a high-class IT department without adding to our payroll'

Mark Dennis, Practice Manager, Bunkers Solicitors

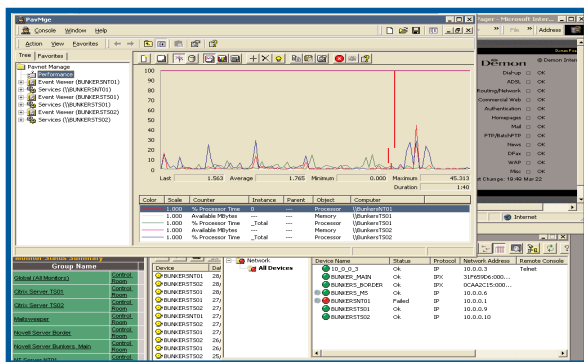
PAVmanage at a glance

- Designed to complement an existing IT department or busy administrator
- Optimises the network for maximum efficiency
- Pre-emptive diagnosis of network problems
- Direct secure links provide real-time monitoring and feedback
- Daily email reporting on network performance
- Expert technical support from experienced service desk staff
- Wide range of specialist services from skilled engineers
- Day-to-day assistance for IT administrators

Scope of the service

By taking over the management of the network infrastructure, including servers, routers, switches and cabling, we can offer busy IT departments guaranteed network efficiency as well as peace of mind. The 'flat price' nature of this service ensures that there are no non-budgeted revenue costs associated with network maintenance.

While each individual PAVmanage contract is tailored to individual client needs, all deliver the same high quality of technical support, customer care and expertise. The contracts can include hardware, software and facilities management and can be combined with our PAVtime service to plan and budget for engineer days on site.



Example of application server monitoring and trend analysis

Key service components

- PAVmanage Server installed at client site to constantly monitor network and alert the PAV service desk, via the Internet, of any network issues
- Complete in-house monitoring of core network equipment and services, Internet and communication links, with alert management via email and/or pagers
- Regular connection to the network to investigate, interrogate and diagnose any network issues before they happen
- Daily, weekly and monthly checking against agreed list of procedures to identify trends, such as available disk space on the servers
- Daily checks to ensure that data has been successfully backed up overnight
- Liaison with third-party application providers for specialist software support

Proven experience in network management

Over the last 16 years, PAV i.t. has amassed considerable experience of the specific managed service needs of organisations throughout London and the Southeast. Our clients include professional practices, emergency services, educational establishments, technology companies, charities and any other organisations that depend on their networks for the successful management of their business.

Contact PAV i.t.

If you would like to arrange a free site survey by an experienced PAVmanage technician, please contact Bill Marsden on 01273 834000 or e-mail bill.marsden@pav.co.uk.

