Remote Systems Administration

System Administration done remotely is just a phone call away.

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EMF Inc.

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An Affiliate of **ISSI**

Overview

EMF can perform most server and network system administration tasks from our office -- whether your system is built on Unix, NetWare, Windows NT Server, or Windows 2000 Server.

If you can't justify a full time administrator, this service delivers a cost effective solution that is tailored to your needs. We can manage user accounts, security, print queues, print servers and directory structures. We can stop or start system processes, manage batch queues, run manual backups, retrieve deleted files, free up disk space, analyze performance problems, deploy software, examine error logs, manage web servers, manage e-mail servers and more.

Features and Benefits

• System Administration by qualified staff.
• Frees your staff's time to focus on high value activities.
• Avoid the headaches and time consumption of routine administration.
• Remote connection allows us to "be in your office" electronically.
• Prompt response; no waiting for an on-site visit.
• EMF doesn't get sick, go on vacation, resign or retire.
• Fixed cost enables budget control.
• Includes adding patches and service packs to operating systems and existing applications.

Options

• Administration can include servers and network devices only, or servers, network devices and PCs.
• Standard coverage hours 9-5, M-F; extended hours available.
• Remote System Administration can be combined with EMF's Remote Monitoring for a more complete solution.
• Also available is On-Site System Administration.

Eligibility

Remote Administration requires appropriate connectivity to EMF and may require a setup process.

Limitations

• Not all system administration tasks can be completed remotely.
• Does not include material costs or hardware repair.
• This is not a substitute for needs assessments, system designs, project planning, disaster recovery services, general consulting and so forth.
• Major virus attacks or security breaches may result in extra costs.
• Does not include NOS upgrades or new system deployment.

Pricing

Contact your Account Manager for pricing information.◆