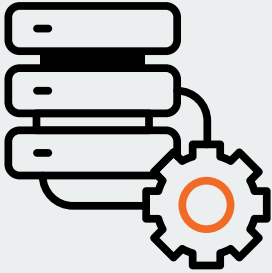


The Best Performance Requires a Human Element

Some maintenance tasks can be automated. However, maintenance at its best requires a human element. Tigunia's Server Maintenance Program provides a higher level of systems management, utilizing hands-on insight and expertise to check and maintain your systems. Regularly maintained servers generally perform better and with fewer incidents. There is also a lower chance of unplanned downtime, compared to unmaintained servers.

Comprehensive and effective maintenance goes beyond the automated processes and the responsive maintenance provided by a service like a Network Operations Center (NOC). Servers can download patches automatically and software tools can scan systems and alert technicians to issues. On a regular basis, human technicians compile a patching review, review backups, review security settings compare current server settings to previous settings, and more. While internal teams may delay maintenance due to workload issues, Tigunia is committed to a regular cadence.

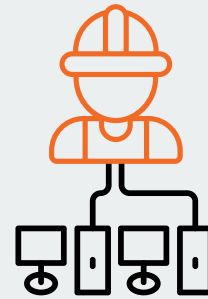
Hands-on maintenance from human experts.



Proactive performance monitoring by Tigunia RMM



Regular event log analysis



Actual human evaluation on a regular cadence

Decrease costs and maintain your systems for the long-haul.

At Tigunia, we believe that, while automated server patching and scanning are valuable and necessary activities, these alone are insufficient to provide long-term reliable operation. It is important to have a human technician supplement these automated tools by using their experience and training to regularly review a server's health in detail. While each is monitored by our Remote Monitoring and Management (RMM) tools, the Server Maintenance Program takes to the next level by comparing the current server state of the previous server state. The program is customizable to the needs of every specific client. The results? You get an effective maintenance program that ensures you get the greatest value out of your infrastructure.

A maintenance package that works how you want it to:

- ✔ Compare a variety of server settings against a baseline captured at the beginning of the service process.
- ✔ Review server internal log files for anomalies that might indicate a problem.
- ✔ Identify user accounts that have not been used for a specified period of time.
- ✔ Review members of the Domain Administrators group and compare to baseline group.
- ✔ Verify that server backups are operating properly and are up-to-date.
- ✔ Review Domain Controller replication is operating as expected if operating on an Active Directory Domain Server.
- ✔ Maintenance on servers hosted by Tigunia, by another service (such as AWS or Azure), or on-premises.
- ✔ Human technician review of automated scan results.
- ✔ Simple pricing on a per server, per month basis.