

affordable IT support

You rely on your IT assets to operate your business, but maintaining and managing these investments can be costly, complicated and time-consuming — distracting you from your core business activities and using up resources. Our **Remote Monitoring and Management (RMM)** services will result in an overall lower cost of owning and supporting IT, more predictable costs, and help you avoid the large, unplanned expenses that are typically associated with unscheduled downtime.

remote monitor, alert and response

With 24/7 monitoring and alerting, we'll know immediately when something has gone wrong and can guarantee a rapid response, delivered remotely if possible, or on site if required. Problems are often resolved before you're even aware of them.

asset management

Our **RMM** services make it possible to deliver detailed, up-to-date hardware and software inventories to protect assets for insurance purposes or regulatory compliance. We'll track warranty expirations to ensure you never pay for maintenance twice. We'll also automatically detect new software installations and discover the presence of unauthorized and illegal software, such as peer-to-peer file-sharing applications that rob you of bandwidth.

how does it work?

Our software-based **RMM** solution automatically performs secure, comprehensive scans of your IT environment to gather up-to-date information about the health and performance of your assets. This information allows us to be alerted about problems as they are evolving, deliver rapid remote remediation when issues arise, and perform maintenance tasks with unparalleled efficiency — all of which save you money.

we can proactively monitor and manage anything with an IP address, including

- + desktops, laptops, servers
- + managed switches, routers, firewalls, gateways
- + VoIP switches and phones
- + printers, faxes, scanners
- + off-the-shelf and custom applications
- + specialized equipment
- + environmental control devices
- + internal and external web sites
- + virtual machines
- + and much more



automated monthly and quarterly reporting

Every month, we'll send you comprehensive, graphical status reports so you can see exactly what has been going on in your IT environment — data to support more effective, accurate capacity management, upgrade planning and IT budgeting. We'll also meet with you every quarter to ensure that our activities are in line with your individual business and technical objectives.

improved security

We will regularly measure your IT environment against the security standards established by the Microsoft Baseline Security Analyzer (MBSA), identify vulnerabilities and take the appropriate actions to keep your assets protected, including making sure that all patches for Microsoft systems and software are properly applied and current. We'll provide industry-leading protection against viruses and malware, and be automatically alerted whenever there are unauthorized attempts to access your network. Stabilize your IT costs and get the highest return on your IT investments by switching to our **RMM** solution today.

about Loop

Loop Enterprise Inc. was founded in March 1995 in response to the IT industry demand for a single-point solution provider who understands workflow. Loop's team of professionals focus on implementing hardware/software solutions that increase productivity and minimize downtime and cover all technologies, from networking and server infrastructure to overall workflow.

Over the years, Loop has expanded its product and service offerings and continues to do so today in order to proactively respond to client needs, providing them with products and services that ensure optimal and uninterrupted levels of productivity.

Loop also specializes in customized training for software applications and has several certified trainers on staff as well as a network of training partners. Training needs are assessed on a client by client basis and the content and format of each training session is developed to address the client's specific requirements.

Loop is not only an IT product and service provider, Loop is an IT partner who strives to deliver a personalized service to each and every client and become part of the client's ongoing success.