

# ITWorks Managed Services



**SmartPath**  
TECHNOLOGIES  
*Business Computer and Network Specialists*

STARTUP AND  
ONBOARDING  
DOCUMENT



## {Welcome}

By choosing to utilize the ITWorks system management program, you will be making a forward thinking investment in the single thing that your business relies on – technology. Let's face it – without functional technology you can't work. ITWorks is a proactive system developed by SmartPath Technologies that allows us to better manage your network by being alerted *proactively* to problems and allowing us to *proactively* perform maintenance and updates on all of your computers and servers.

Does utilizing ITWorks and performing proactive maintenance on computers mean they won't break, have problems, and need service? Not at all – computers, much like the starter on your vehicle, are mechanical pieces of equipment that oftentimes have a mind of their own. What it does mean is that when problems exist, we are often times proactively notified of those problems before they cause a work stoppage. It also allows us to develop automated routines over time to automatically address and fix repeat problems, and perform normal maintenance that previously had to be done manually, requiring a lot of time and money.

This document will explain from the user perspective how ITWorks functions, and contains important information users of technology in your office should all be aware of. Therefore, please make sure all of your staff receives a copy of this document.

## {What does ITWorks do?}

On an ongoing basis, ITWorks monitors your computer and server for routine notices about things that may cause a problem – a document repeatedly doesn't print, or the power to the computer unexpectedly shuts off. Over time, we also configure it to let us know about certain things pertaining to your day to day functions - an example is medical billing software. If your office were to utilize a certain medical billing software, and we are able to see a trend in issues that are happening with that software, and we configure ITWorks to notify us and take certain steps automatically to resolve the issue. This is just an example – we massage and customize ITWorks for each client's individual needs over time - **it's an always evolving process**. ITWorks also notifies us when certain things happen on your network – for instance wireless quits working or a printer is running out of ink. Our abilities are limitless – this is where it is beneficial for YOU, the client, to let us know over time certain things that you want to make sure are always working – for example, you may want to be notified every time a certain printer has less than 10% of ink left in its toner cartridge. If you can imagine it, we can probably monitor it.

As an ITWorks clients, we also automatically install all Microsoft Updates – often containing patches for security and functionality improvements in Microsoft Windows and other Microsoft

applications. On the flip side, it also allows us to NOT install certain updates that may interfere with your day to day applications.

ITWorks also allows us to perform a number of proactive maintenance procedures on all computers and servers on a weekly basis. Our proactive maintenance procedures include performing hard disk defragmentation, deleting of temporary unneeded files, adjust certain settings automatically related to memory usage to improve PC speed, and at least 15 other maintenance procedures on a weekly basis. It also allows us to control PC boot-ups and shut downs.

The real power of ITWorks comes as a mix of the monitoring and maintenance procedures. As we see, or you notice, certain repetitive things happening, we are able to examine those things and write automation procedures to fix it. For example, if our monitoring tells us your printer jobs are backing up and not printing, we automatically go out on the network, make sure the printer is on, and if so, clears the document queue. This is just an example – and this is also where your input is helpful. Think of it like this: If X happens, we need to automatically do Y. We notice these things by examining tickets regularly for the same type of problems – but if you notice something you think is a repeated problem – let us know you'd like us to see if we can come up with a way to automatically fix it. In addition, we can leverage this benefit for you to automatically perform certain tasks you are manually doing every day – for example, running a certain report, or checking to see if a folder has all of the required files you need inside of it. It's virtually limitless what ITWorks allows us to do – but we have to have your input to better tailor the system to fit your needs.

We also then produce a monthly executive summary report that shows how healthy your network is. The proof that ITWorks is reducing the amount of network issues is provided in written form once a month.

### {Thanks}

We know that our ITWorks proactive maintenance program will allow your technology to work together more cohesively, resulting in you having fewer noticeable IT and technology issues. We understand this is a totally different way of thinking from the old school “break/fix mentality” – where things break, then we reactively fix them.

We will regularly schedule meetings with you to discuss trends and noticeable things we see in regards to your technology and network. We intend to be your “trusted advisor” for all things technology – and we do request your active participation to attend scheduled meetings and help us by pointing out your pain spots – things that cause you problems – to us. While we work magic with computers and networks, we aren't psychic and don't know issues you have that cause you problems and delay without you point them out to us.

We look forward to providing the best technology and network services available anywhere in the United States.