

#### Did You Know...?

Starnet offers numerous IT-related services in support of many of today's complex IT operational issues.

#### **StarASSURE-**

New Age Telephony As A Service

#### **StarVIEW-**

Real Time Application Performance Monitoring

#### **SOS -Gold(Starnet Ongoing Services) -**

Starnet's Premium Ongoing Network Maintenance Service

#### **StarSCOPE-**

Maintenance Contract Management

#### **StarWATCH-**

Remote Network Monitoring

#### **StarDR -**

Disaster Recovery - Business Continuity Services

#### **StarSECURE-**

Firewall, VPN, 2-Factor Authentication, Content Filtering, Secure Proxy, IDP

#### **WESTLAKE VILLAGE-CA**

**2659 Townsgate Rd, #227  
Westlake Village, CA 91361  
Phone: 805.371-0585  
CA Toll Free: 800.779.0587**

#### **PHOENIX -AZ (Sales-Service)**

**11022 N. 28<sup>th</sup> Dr, # 205  
Phoenix, AZ 85029  
Phone: 480.421-9217  
AZ Toll Free: 866.477.4450**

#### **PHOENIX -AZ (Secure Data Center)**

**3110 N Central Ave.  
Park Central Mall - Bldg 1  
Phoenix, AZ**

[www.starnetdata.com](http://www.starnetdata.com)

**---Align your company with a Technology Partner that can provide the right combination of Professional Services and Processes to maintain the health, performance and security of your critical network and application environments---**

## **Starnet Ongoing Services (SOS)**

### ***Starnet's Ongoing Partnership-Based Network Engineering & Support Services Offering***

**The Problem:** The challenges today for Small/Medium Enterprises (SME) in maintaining the effectiveness of technology investments (voice, data, video, mobility) aligned with the ongoing objectives of the organization.

This impediment to maximizing technology Return On Investment (ROI) often mandates separate personnel (technical vs. administrative), disparate skill sets (tactical vs. strategic) and distinct decision processes (budgetary vs. operational).

Keeping technology investments optimized can be difficult with so many forces with non-aligned agendas

### **The Solution: Starnet Ongoing Services (SOS)**

**SOS** is the framework under which Starnet delivers ongoing engineering support services to customers.

#### **Utilizing SOS means:**

- Technology investments operate at peak efficiencies and are always relevant.
- Enjoying maximized Returns on technology investments (ROI)
- Enabling you access to Starnet's technical resources at reduced Time & Material Service rates with priority response
- Receiving knowledge transfer. We help educate your staff about your technology
- Minimizing reliance on other outside service providers
- Simplifying business processes - No P.O.'s or authorizations needed to get an engineer onsite
- No wasted budget dollars, no time expiration of prepaid blocks purchased, no retainer fees or start up fees.
- Your only paying for time actually accrued
- Accountability - receiving a detailed monthly statement on utilization