








## The Seven Cycles of Network Health and Evolution

	<p style="text-align: center;"><b>Secure</b></p>	<p>There are multiple aspects of security. The most important aspect of security is access. In other words, who's allowed into the network? We call that "locking down" the network to authorized users. In today's world, it's one of the first things you want to be concerned about. The second aspect of security is the actual protection of confidential company data and private information of customers. If you store confidential information – health records, credit card information, or highly sensitive information – you should consider monitoring against unauthorized intrusion as they are attempted. Not AFTER they occur. The third security aspect is monitoring of critical hardware or applications. Convergence takes a highly proactive approach using its signature software – cMonitor.net – to assure that hard drives, CPU's, and critical software applications are running smoothly.</p>
	<p style="text-align: center;"><b>Maintain</b></p>	<p>Maintain means keeping your network in top condition and assuring that it is running error free and maximizing up-time. That includes installing software patches, adding new users, and virtually any other maintenance requirement. We take care of 100% of your maintenance issues.</p>
	<p style="text-align: center;"><b>Support</b></p>	<p>The first call from our customers when they have an I.T. problem is the most important! It doesn't matter if the problem is a simple question or a mission critical failure. Getting action quickly is important. Our entire staff is trained to respond quickly, assess the problem with the user, and initiate action that will result in a timely and accurate resolution. We use a combination of remote access and onsite visits to repair your I.T. problems. Taking this approach increases both response times and resolution times.</p>
	<p style="text-align: center;"><b>Consult</b></p>	<p>When companies change – whether it is business expansion or business contraction – they need to have a plan. Convergence provides that consulting so that the network can be properly configured and sized to run efficiently and cost effectively. We know the best solution available for your business and we make our recommendations in plain English so you are not overwhelmed with technical knowledge.</p>
	<p style="text-align: center;"><b>Design</b></p>	<p>It's one thing to talk about networks in the consulting stage, but it's another thing to deliver a comprehensive design of how the network will be configured. Convergence always helps customer design the best method of protecting company data. We deliver a design that is in writing that reflects all the components of your network.</p>
	<p style="text-align: center;"><b>Procure</b></p>	<p>Some small businesses are overwhelmed by the choices in hardware and software. <i>How does a manager or owner know the correct hardware specifications that will run the software?</i> At Convergence, we have a highly qualified staff that understands those needs along with all software licensing requirements.</p>
	<p style="text-align: center;"><b>Implement</b></p>	<p>Of course, small businesses need to make sure their network equipment is deployed in a manner that is both expeditious and guaranteed to operate in the network. Convergence tests equipment prior to deployment and assures that the equipment will work in the customers networking environment.</p>

**I.T. Solutions That Deliver More**  
**Specializing in small to medium sized business relationships**