

Professionally Managed IT Services

Giving your business the power to fly.



Boost productivity, reduce risk and cut costs with a technology plan that works for you, not against you.

Clever Ducks is changing the face of IT Management. Imagine your applications, desktops, servers and networks running effortlessly and securely for a fixed monthly fee. Our solid investment in the best tools, processes and people allows our flock to professionally manage your needs and deliver results.

We understand business

Clever Ducks recognizes that employee productivity is vital to your business. That's why we implement best practices that assure a robust, reliable IT system for trouble-free productivity. Our practical disaster recovery solution ensures your business is prepared for the unforeseeable. Let our insight across multiple vertical markets bring fresh IT approaches to your business.



Engineering matters

Strong alliances with industry-leading technology companies enable Clever Ducks to deliver the best support for clients' evolving needs. Our partners include HP, VMware, Citrix, Microsoft, F-Secure & SonicWALL. Together we have the technology and expertise your business needs to thrive.

Business Partner



F-SECURE[®]



Microsoft
CERTIFIED
Partner



Benefits of a Clever Network

- Fixed Monthly Fee
- Proactive Security and Maintenance
- Server Consolidation and Disaster Recovery
- Advanced IT Leadership and Guidance
- Complete Technology Outsourcing

“Their response time and effort to ‘make it right’ is outstanding. They take care of our company as if we were their only client.”

Jim Efid

PRINCIPAL, TOLOSA WINERY



Clever Ducks
COMPUTER NETWORK SERVICES

Choose Your Service Plan:

VALUE
FLIGHT PLAN

COMPLETE
FLIGHT PLAN

HOSTED
FLIGHT PLAN

	VALUE FLIGHT PLAN	COMPLETE FLIGHT PLAN	HOSTED FLIGHT PLAN
PROTECT: SECURITY SERVICES			
Perimeter email spam & virus filtering*	■	■	■
Antivirus/spyware/malware (monitoring, updating and control)*	■	■	■
Intrusion detection/prevention*	■	■	■
Critical patch management*	■	■	■
Security administration*	■	■	■
Firewall/VPN/router management*		■	■
KEEPING WATCH: NOC MONITORING			
24x7 availability & alerting (email, CRM, web, critical services, etc.)*	■	■	■
Infrastructure (routers, switches, and firewalls)*	■	■	■
Servers & desktops*	■	■	■
Error, event & sys logs*	■	■	■
Backup operations (success/failure)*	■	■	■
Thresholds & performance (disk, memory, bandwidth)*	■	■	■
SERVING: SUPPORT SERVICES			
Helpdesk & Change Management System (access to support portal)*	■	■	■
Remote access for end users	■	■	■
Remote server administration		■	■
Firewall/VPN/router management		■	■
User account administration (adds/deletes/changes)		■	■
Phone Help Desk & secure remote support*		■	
Unlimited onsite & emergency support		■	■
PROACTIVE MAINTENANCE			
Maintenance Management System*	■	■	■
Server maintenance (Exchange, CRM, SQL/Oracle, BES, etc.)	■	■	■
System documentation	■	■	■
Firmware/driver (servers, firewalls & network equipment)	■	■	■
Backup system admin (troubleshooting, audit & test recoveries)		■	■
UPS (testing & battery replacement)		■	■
LEADERSHIP: ADVANCED SUPPORT			
CIO services (semi annual meetings on IT strategy, planning and ongoing issues)		■	
IT budget planning		■	
Third party vendor management		■	
Asset management		■	
Virtualization & disaster recovery planning		■	■
HOSTED MANAGED SERVICES: ALL HARDWARE/SOFTWARE PROVIDED			
Servers and network operating systems			■
Latest release of application software			■
Firewall, backup system, generator backup power			■
24-hour staffed datacenter			■
REPORTING			
Executive summary, incident & service level agreement reporting	QUARTERLY	QUARTERLY	QUARTERLY
Performance reporting on all supported devices and applications*	QUARTERLY	MONTHLY	QUARTERLY
Uptime on identified business services, devices and applications (service levels)*	QUARTERLY	MONTHLY	QUARTERLY
Predictive failure and capacity trending analysis reports*	QUARTERLY	MONTHLY	QUARTERLY

* available a la carte options