



Guardian General Services

At LeadThem Consulting, we understand how critical your software and monitoring tools are and that administrators don't always have the time to properly maintain them.

When problems arise, the last thing anyone wants is for a software investment, intended to prevent a disaster or enable your staff, to not be working due to lack of maintenance.

LTC's Guardian General Services provide:

- **Weekly inspection that ensures your important tools are running correctly**
- **Making certain that tools are configured for utmost performance**
- **After-hours service**
- **Upgrade alerts, availability, and assistance**
- **Weekly reports showing health and readiness**
- **Inspection of areas of opportunity or threat**

We support every tool set from **STEALTHbits, Alarmpoint, Quest Software, and Tevron** with our vendor-certified consultants.

Guardian is currently available for \$1,500 per month!

Call LeadThem Consulting for more information (888) 667 - 2621

Email your questions to info@leadthemconsulting.com

Visit our website at www.LeadThemConsulting.com

Guardian General FAQ's

How does Guardian General work?

Our vendor-certified consultants team up with your administrators to discover the least obtrusive way to perform maintenance and health checks on your critical software solutions. Some clients prefer we enter via VPN after hours, while others prefer WebEx or other methods. The bottom line is that LeadThem Consulting is flexible and can adjust to your needs.

Why use Guardian General if I already have support?

We provide what your support service can't: assurance your software tools are always working via our consistent hands-on approach.

Support can be helpful, but often you have a long wait in line with your case number when a problem occurs. Guardian seeks to avoid the need for a support call via proactive maintenance vs. reactive repair.

We have trained administrators. Why do I need Guardian General?

Most administrators don't have the time to take care of regular maintenance and tool checks, with the other critical duties they perform. This means they might not be experts at these tools, meaning it costs the administrator valuable time to troubleshoot issues.

The other key point to remember is that if your Administrator leaves and your new hire doesn't know the product or configuration, Guardian can assist with your configuration and training if required (training is separate from the base offering).