

# RFA - COMPASS

## Fully Managed IT and Telecom

At RFA we understand that minutes can cost millions. We have built our support structure around a rapid response team that ensures you have access to the best people in the business when you need them.

### SERVICE DESK

RFA has developed a service plan ensuring rapid response times. Technical support specialists ensure that you get the attention and resolution you need when calling our world-class service desk.

### FEATURES

- Industry leading response times
- On-site main office and optional satellite office support
- Experts ready to help 24/7/365

### NETWORK OPERATIONS CENTER (NOC)

The best business tools often go unnoticed until they are inoperable. RFA's Network Operations Center (NOC) keeps a watchful eye on your valuable infrastructure. Early warning notifications expedite resolutions, minimizing disruptions and risk to your investment.

### FEATURES

- Network Operations Center (NOC) 24/7/365
- Monitoring for devices, data connections, environment
- Includes Special Handling Notes (SHN) provided by clients
- Procure replacement parts pursuant to manufacturers' warranties on applicable devices

### DATA INTEGRITY SERVICE

Our Data Integrity Professionals are cross-platform trained to ensure the reliability of your backups.

- Daily backup status check
- Services voice and data

### SCHEDULED TECHNOLOGIES MAINTENANCE PLANS

When it comes to voice and data technology failure, prevention is far more cost effective than a cure. Constant fine tuning of updates and patches are a fact of life. RFA's networks are designed to be robust, which allows us to support your infrastructure more efficiently.

### FEATURES

- Deploy critically needed patches on operating systems, hardware firmware and software
- Test internet circuits, temperature, humidity, UPS alerts and alert destinations
- Backup Firewall, Router and Switch configurations
- Verify and update virus protection on servers and workstations
- Assist third-party application providers in deploying patches



## TOP TIPS

1. Seek partners with a strong track record of service and satisfaction
2. Ensure technology providers operate 24/7, supporting all disciplines
3. Instill confidence in investors through proven technologies
4. Demand one point of contact you know and trust
5. Validate that partners provide and support the latest technologies

**BOSTON, MA**  
Inquiries  
617.951.4562

**PURCHASE, NY**  
serving  
Westchester &  
Connecticut  
Inquiries  
914.729.7401

**NEW YORK, NY**  
Inquiries  
212.328.6260

Inquiries@rfa.com  
www.rfa.com