

# ProCern's 24/7 Managed Services

EMPOWERING YOUR BUSINESS WITH  
SEAMLESS IT

In today's fast-paced digital landscape, businesses face numerous IT challenges that can hinder growth and disrupt operations. From unexpected downtime to security risks and resource limitations, managing IT infrastructure is a complex and demanding task. ProCern's 24/7 Managed Services, powered by our patented System Shepherd platform, provide a comprehensive solution to these challenges, ensuring your technology operates at its peak and supports your business objectives.



## Core Business Issues ProCern's MSP is Solving Today:

### Downtime and Performance Fluctuations

**Issue:** Unexpected IT outages and inconsistent system performance can disrupt operations, hinder productivity, and frustrate customers.

**Our Solution:** ProCern proactively monitors IT infrastructure, on-prem and in the cloud, applies performance optimizations, and can implement failover systems to minimize downtime and ensure smooth, consistent service for your business.

### Resource Inefficiencies and Limited Scalability

**Issue:** Businesses may struggle to efficiently manage IT resources or quickly scale their infrastructure to meet changing needs.

**Our Solution:** ProCern provides expert guidance on resource optimization, offers flexible cloud solutions (public, private, and hybrid), and can rapidly adjust services to match evolving business demands.

### Security & Compliance Risks

**Issue:** The ever-present threat of cyber attacks and the complexity of data protection regulations put businesses at risk of breaches and legal consequences.

**Our Solution:** ProCern can implement robust security measures, conduct regular vulnerability assessments and patching, and help ensure adherence to relevant compliance standards.

### Limited Staffing and Cross-Platform Expertise

**Issue:** Maintaining a full in-house IT team with diverse expertise is costly and challenging. The 24/7 coverage often leads to expensive staffing models, and specialized skills may be underutilized.

**Our Solution:** ProCern offers a team of skilled professionals with broad knowledge, essentially acting as an extension of the business's IT department. Whether your environment is cloud-based, on-premise, or hybrid, we have the experience and expertise to support your business.

We understand the critical IT pain points businesses face. But how do we tackle them head on?



INTRODUCING:

# System Shepherd

The Heart of ProCern's 24/7 MSP

At the core of our proactive approach to managed IT services lies System Shepherd, our proprietary and patented, SAAS-based monitoring and management platform. This powerful tool provides the real-time visibility, adaptability, and control needed to keep your IT infrastructure operating at its peak, preventing issues before they disrupt your business.

## COMPLETE VISIBILITY

Monitor applications, infrastructure, networks, and more, across legacy and cloud environments.

## PROACTIVE ISSUE RESOLUTION

24/7 monitoring with automated alerts, escalations, and proactive ticket management ensures swift response to potential problems.

## OPTIMIZED PERFORMANCE

Identify bottlenecks and fine-tune your IT infrastructure for optimal performance and user experience.

## CUSTOMIZED SERVICE

Tailored alarm and alert thresholds ensure alignment with your specific service requirements.



## ENHANCED CLIENT SATISFACTION

Reduce downtime, improve service delivery, and achieve peace of mind with comprehensive IT monitoring and management.

System Shepherd empowers ProCern to deliver exceptional managed services, ensuring your technology operates seamlessly and supports your business goals.



## Partner with ProCern

### Experience the Difference

In today's dynamic business landscape, IT challenges can hinder progress and create unnecessary stress. ProCern's 24/7 Managed Services, fueled by the power of System Shepherd, provide a comprehensive solution to tackle these challenges head-on. From optimizing performance and ensuring scalability to mitigating security risks and providing expert support, we empower your business to thrive.

P : 1-833-PROCERN (776-2376)

E : [info@procern.com](mailto:info@procern.com)

W : [www.procern.com](http://www.procern.com)

12303 Airport Way

Suite 100

Broomfield, CO 80021

