

ProPak™ Suite of proactive Services

ProPak™ AV



Viruses and spyware work to reduce system performance, steal sensitive data, and even cause catastrophic system failure. ProPak™ AV works to protect systems and servers with industry leading software that balances performance with safety.

- Industry leading Anti-Virus / Anti-Spyware
- Centrally managed AV/Updates and reporting
- Automated proactive responses
- Supports POP and Exchange environments

ProPak™ Monitoring



Most small and medium sized businesses can't dedicate an individual to monitoring network systems, applying the latest security patches, or quickly providing support to end users.

ProPak™ Monitoring offers this and much more!

- Alerting & escalation catch issues before they cause down-time
- Automatically deploy & verify security patches
- Monitor system health / inventory / licensing
- Report on software and hardware changes, network usage
- Provides rapid remote control for easy customer assistance

ProPak™ Secure



Combines the benefits of ProPak™ AV and ProPak™ Monitoring to give customers comprehensive system management. Also detect of unprotected equipment on a customer's network –plugging a common infection entry point.

- Combines ProPak™ AV & ProPak™ Monitoring
- Alerting/escalation for virus/spyware discovery
- Adds management to laptops on the road
- Report on version, patch and update status

E-Mail Services

ProPak™ AS



Endless streams of spam can flood an inbox, reducing productivity while burying important e-mails. ProPak™ AS provides intelligent spam filtering as well as other e-mail security features before it clogs your network.

- Multi-language spam filtering before it hits your network
- Triple virus & worm scanning of e-mail
- Outbound message filtering
- Five day queuing for message continuity during a server outage



ProPak™ ASA

Built upon the same leading e-mail services included in ProPak™ AS – ProPak™ ASA adds e-mail archiving for regulatory and workplace compliance. Utilizing Microsoft Exchange's journaling, e-mail is securely archived off-site for three years and is easily retrievable via a powerful rapid search functionality.

- All of the features of ProPak™ AS
- E-Mail archiving for three years (up to 7 available)
- Compliance with HIPPA, Sarbanes-Oxley, FRCP
- Keyword search on header/body/or attachments
- Unlimited tamperproof read-only storage

ProPak™ Perimeter



A firewall protecting your network from intruders can provide a false sense of security.

Threats are dynamic, firewalls should adapt. This is why CCM provides only SonicWALL firewalls, and ProPak™ Perimeter keeps them current.

- Real-time monitoring and alerting
- Routine verification & installation of updates
- No more SonicWALL renewals!
Includes all subscriptions
- Next business day swap of failed firewall

Technical Services



ProPak™ Assist

Today's IT dependence means that issues need to be resolved quickly.

CCM's Central Desk provides response to monitoring, alerts, e-mail and toll-free phone support. Service is provided through remote control, screen sharing, and ProPak™ scripting.

- Weekly status reports showing month-to-date activity
- Simple/rapid remote control to solve customer issues
- Direct line to central-desk personnel
- One-business- hour call back for emergencies

ProPak™ IT Advantage



Some tasks require a person on-site to have them resolved. ProPak™ IT Advantage provides an on-site Network Technician on a scheduled basis. The technician will perform routine administration, and resolve outstanding issues

- Recurring technician on-site at a scheduled time
- Verification of performance and system functionality
- Confirmation of network & workstation security

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