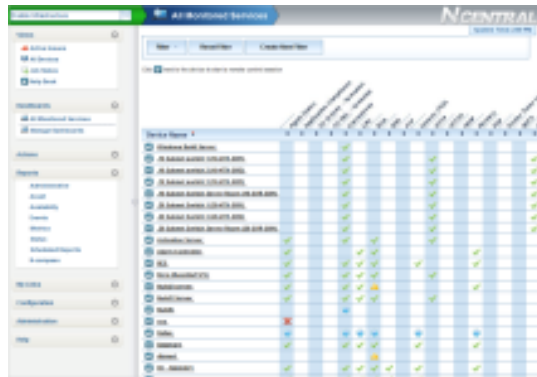




Make Downtime a Thing of the Past

Total network peace of mind. Your time is precious. You have more important issues to deal with than your computer network. It is, however, a critical enabler to your business and in need of attention to ensure it's running predictably, optimally and securely.

We want YOU to run your business while we monitor your network to ensure its stability and security.



Total IT support and management for a fixed monthly price – it's that simple.

We reduce the business impact of IT failures by minimizing their occurrence, and any unforeseen issues are dealt with as a top priority.

When you outsource the management of your important IT resources to us, we look upon this as a partnership.

By optimizing your network, systems will run at peak efficiency and reliability that your business demands, allowing you to focus on running your business, not your network.

Security, networking, data protection and user support - we handle it all for a single, predictable price.

Do these issues plague your business?

- **Untimely network failures?** Not knowing what will fail and when, and then having to wait for a technician to arrive?
- **Stuck in a break-fix nightmare?** Many service providers just address the symptoms of downtime, and not the root cause!
- **No plan for patches and firmware updates?** Are you open to security breaches because you lack the time and man power to update all hardware and software in your network?

Program Advantages:

- **Fewer emergency calls and network issues:** With our preventative maintenance service, you'll see a dramatic reduction in the number of emergency and network incidents that can impact your business operations.
- **Prevention of network problems and failures:** Through early detection of impending issues, we can work to resolve many issues before they can affect your network and your employees' productivity.
- **Fast remote support and troubleshooting:** Remotely diagnosing and remediating network, server and desktop issues to help your employees resume their business activities as quickly as possible.



Program Features:

- Network Monitoring** constantly tracks the performance of your network – bandwidth, errors and other key indicators. This means your users always experience a stable environment.
- Administrator Monitoring Dashboard** provides immediate incident detection through automatically generated notifications and alerts.
- Power Monitoring** keeps your network online and working as set up in the event of a power outage by monitoring the readiness of your Uninterrupted Power Supply (UPS) system.
- Windows Patch Verification** checks if your PCs and servers are running the most recent versions of their Windows operating software, and provides reports and recommendations.
- Firewall Availability Monitoring** ensures that your firewall remains connected and functioning properly, providing the protection you require.
- Initial Security Assessment** determines if any security issues exist within your network. We then formulate a plan to remedy those issues and stabilize your environment. This assessment is free upon sign up with our monitoring ser

Standard Features	Description
Essential Monitoring	Monitoring the essential elements of your business' IT assets
Remote Response	Technicians work remotely on your network to resolve issues
Priority Client Response	As a preferred client, you are awarded priority response levels to support issues
Security Basics	Ensuring your existing network security investment is doing its job
Essential Server Monitoring	Monitoring of the vital systems of your servers
IT Consulting	Network health reports, regular IT strategy meetings and procurement assistance
Asset Reporting	Greater control of your IT assets through regular audits of what you have
Projects and Integration	New rollouts, VoIP, integration, software upgrades, hardware installs– we do it all
Vendor Relationship Management	We interface directly with software vendors on your behalf on all support issues (optional)
IT Procurement Assistance	Our IT consultants work with you to help you make optimal technology choices
Staff Augmentation Services	Supplement your own IT team with our experienced IT engineers and technicians
Wireless Networking	Total management of your business' wireless infrastructure (OPTIONAL/ADDITIONAL)



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