



**Network
Magic
Unlimited**

PROACTIVE SUPPORT



Do these issues plague your business?

- **Network Neglected?** Is yours perceived as a "necessary evil" and not as integral to improving business performance?
- **Downtime Impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?
- **Distracted Employees?** Do your staff rely on other non-IT employees to deal with distracting IT problems?

Program Advantages:

- **Increased Productivity:** Continuous insight into your network lets us reduce the business impact of IT failure by shortening the time from network failure to issue resolution.
- **Reduced Business Impact from IT Failures:** Combining preventative maintenance and remote monitoring means we minimize failures that could impact your business. Your network behaves in a stable and reliable manner.
- **Reduced Network Downtime Through Proactive Maintenance:** Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.

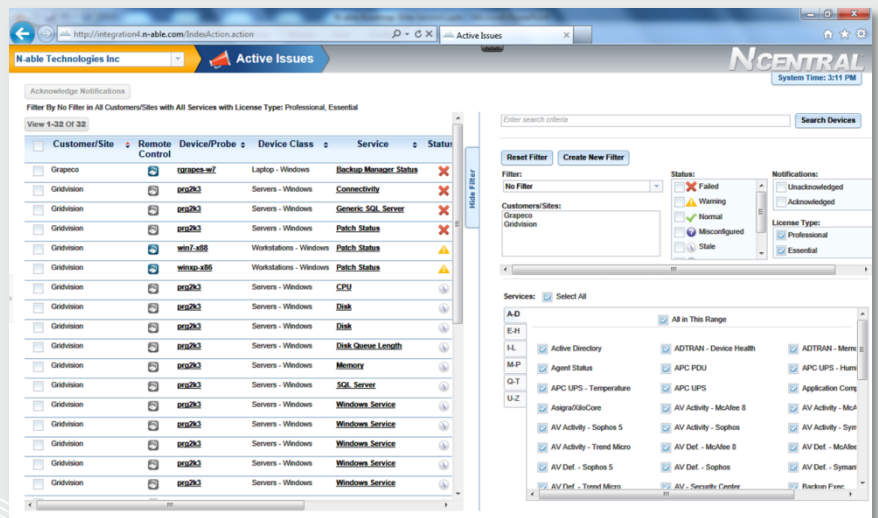
"We can now be a positive force for our clients—the network is always up and available because we are always watching."

— S. Pignotti, President, Network Magic

A True Partnership

Network Magic As An IT Partner, Not Provider

We understand why your critical business services are so important to your daily operations. This is why we spend so much time aligning our technology to support your initiatives. Building a program that relies on 24x7x365 network monitoring coupled with an aggressive preventative maintenance component ensures optimum uptime for your business.



One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With our Down to Business Services solution, we can prevent many network failures from ever happening. By combining regular and comprehensive preventative maintenance and robust real-time monitoring of your critical network and desktop devices, we ensure the reliability and stability of your IT assets.

This solution is so effective that our customers see almost immediate results. A regularly maintained network means fewer failures, yielding higher productivity and savings on support costs for you. At the same time, your exposure to security risks is dramatically lessened, and frustration from unstable IT resources almost vanishes. We allow our customers to focus on their core business functions by taking the worry out of owning a computer network.