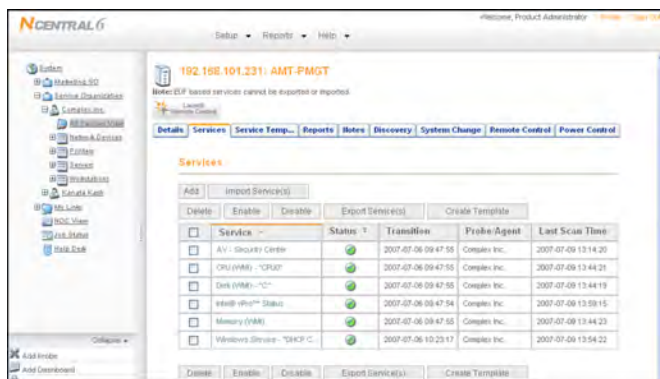




A True IT Partnership

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. Our Managed Plus Total Care program is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.



"Serving businesses for over 70 years - We don't point fingers, we solve problems."

Total IT support and management for a fixed monthly price – it's that simple. We provide all of the benefits of an internal MIS department for a fraction of the price of staffing one yourself. We reduce the business impact of IT failures by minimizing their occurrence, and any unforeseen issues are dealt with as a top priority. All aspects of your network are covered: security, data protection applications and hardware.

When you outsource the management of your important IT resources to us, we look upon this as a partnership. Our comprehensive and professional approach means we **are** your IT department. By optimizing your network's performance, it will work at the peak efficiency and reliability levels 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?

- **IT budget crunch?** Under pressure reduce IT costs, increase value or maximize profitability?
- **IT turnover?** Average employment cycle for a junior IT resource is 8 to 12 months. Do you struggle to retain IT staff?
- **Untimely network failures?** Not knowing what will fail and when, and then having to wait for a technician to arrive?

Program Advantages:

- **Immediate troubleshooting means lowered IT support costs:** 24x7x365 monitoring provides visibility into your network. We immediately determine the root cause of any network issue, reducing diagnosis time from hours to minutes.
- **A true IT partnership:** Our goal is to be your outsourced IT Department. Be confident that a team of experienced, highly skilled IT professionals will manage and maintain your network.
- **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.



Program Features:

- Network Health Assessment** determines the overall stability of your network.
- Server Configuration Management** provides the utmost in security and productivity by designing, deploying and enforcing standardized server configurations.
- 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.
- Remote Backup Service** regularly backs up your critical data to a remote location and provides retrieval services should you need them.
- Antivirus Monitoring and Updates on Servers and Workstations** ensures your antivirus programs are functioning properly and that the latest industry security updates to your systems are being received and installed.
- Quarterly Strategy and Planning Meetings** allow us to help you build and manage a long-term technology plan to support your business. This enables you to make the best business decisions possible.

Standard Features	Description
Unlimited Network Support	Unlimited maintenance, response and emergency support of your entire network
IT Consulting	Network health reports, regular IT strategy meetings and procurement assistance
Outsourced CIO	Business impact reporting, IT optimization, regular client briefing and analysis
Unlimited User Helpdesk	Unlimited helpdesk services for PC users, included in your monthly fee
All IT Hardware Included	All hardware included in your monthly fee: Servers, PCs, network assets, software
Absolute Security	Encryption, digital rights, intrusion prevention and a hardened environment
Total Backup	Guaranteed continuity of your critical business services and data
Essential Monitoring	Monitoring the essential elements of your business' IT assets
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
Network Maintenance	Preventative maintenance plan with allowance for client support requests
Training	Our IT experts train your staff on efficient use of all of your vital software applications



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