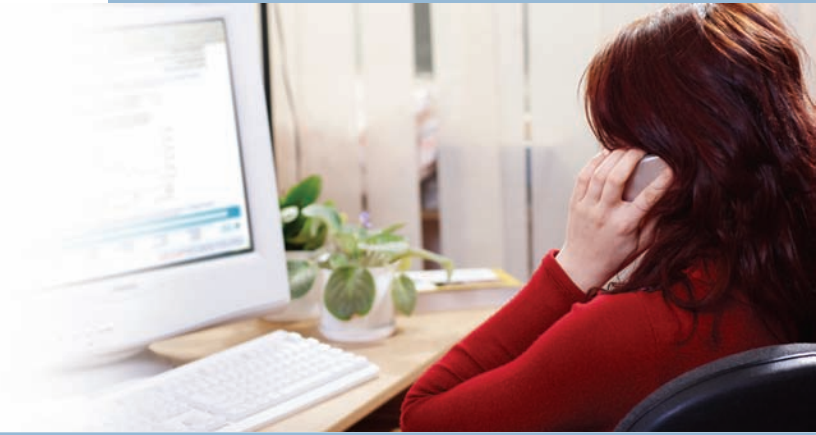


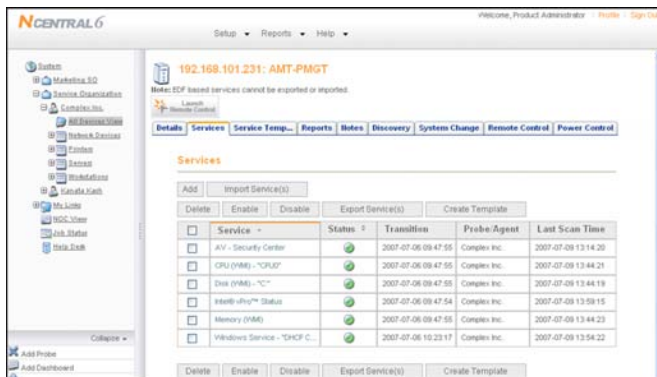


cim|concepts™



Is Your Computing Environment Running You?

Like all businesses, you depend on your network and computers. Have you ever needed to send an important email or access vital information, but the system or data was inaccessible? Traditional support models have you call for help, and wait for a technician to be dispatched to troubleshoot the problem. In some cases, making multiple trips for parts! This model forfeits precious uptime for diagnosis, travel and repair - all on your dime. We've put an end to that.



"CCI Assist keeps our computing environment running by alerting us to potential problem areas before there is a failure."

Our responsive offering gives you the assurance that your organization's IT infrastructure receives the required level of support. Built on the strength of our suite of tools and our renowned customer service, we respond rapidly to changes in the health of your network and applications, and to your requests for help. Efficient troubleshooting means that we get you up-and-running faster than ever.

Our enterprise-class IT support and monitoring capabilities empower us to dramatically reduce the time it takes to diagnose and resolve network problems or failures. This translates into increased employee productivity and cost savings for you. In some cases, problems can be avoided before they even happen.

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?
- **Not staying current?** With increasing network complexity, do you struggle to keep up with IT advancements and security threats?
- **Downtime impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?

Program Advantages:

- **Lets you focus on your business:** We are your networking watchdog, enabling you to focus on your core business activities instead of managing a network or its problems.
- **Safe and protected computing environment:** We ensure patches and antivirus updates for your PCs have been installed, reducing the likelihood of your network being compromised by a virus, worm or other attack.
- **Help in managing your network infrastructure:** We track the details and makeup of your network hardware, allowing you to make informed decisions about which IT assets need upgrading or replacement, and when to do it.



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 network connection.
- **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.
- **Network Health Assessment** determines the overall stability of your network.
- **Monitoring of Your Backup Solution** ensures the backup of your important corporate data occurs as scheduled and without error, protecting your organization from data damage or loss.
- **PC Health and Performance Monitoring** verifies your organization's computers are running in a stable and secure fashion. We monitor for health, error conditions, and overall performance of PCs.
- **Antivirus Monitoring and Updates on Servers and Workstations** ensures your antivirus programs are functioning properly and that the latest industry security updates

Standard Features	Description
Networking Basics	Monitoring the vital statistics of your routers, switches and VPN equipment
Security Basics	Ensuring your existing network security investment is doing its job
PC Watch	Monitoring the most important attributes of your PCs and responding to issues
Standard Reporting	Network health reporting and quarterly reviews with our experts
Priority Client Response	As a preferred client, you are awarded priority response levels to support issues
IT Procurement Assistance	Our IT consultants work with you to help you make optimal technology choices
Complete Server Monitoring	Monitoring of the health and performance of your servers and shared applications
Asset Reporting	Greater control of your IT assets through regular audits of what you have
License Compliance	Verifying the software you own is what is really installed on your workstations



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