

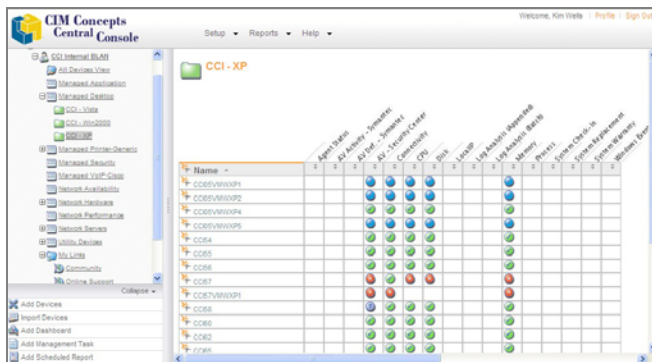


Remote Monitoring and Management



End Your Computer Worries Once and for All

Like all businesses, you depend on your computer network. Technology is a major business expense, yet it is often poorly understood. Allow us to use our expertise to help you reduce your maintenance costs and increase the service quality and reliability of your computing infrastructure.



"When it comes to computer systems, an ounce of prevention really is worth a pound of cure"

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

This solution is so effective, 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 computer resources almost vanishes. We allow our customers to focus on their core business functions by taking the worry out of owning a computer network.

Do these issues plague your business?

- ✚ **Outage anxiety?** Not knowing what will fail and when, and then having to wait for a technician to arrive?
- ✚ **Bad timing?** Do server problems or network outages always seem to happen at the most inopportune time?
- ✚ **Not staying current?** With increasing device complexity, do you struggle to keep up with technology advancements and security threats?

Program Advantages:

- ✚ **Reduced network downtime through proactive maintenance:** Through regular, preventative maintenance activities designed to keep your network and computers operating efficiently, we reduce the number of emergency incidents you encounter.
- ✚ **Protection of your IT investment:** With ongoing professional maintenance, your critical computers and network devices will always be as stable and as reliable as the day they were first installed.
- ✚ **Costs less than having your own IT support staff:** Avoid the hassle of setting up and maintaining an internal Information Technology Department. Hire us to be your Technology Partner – our solution doesn't get sick and doesn't take vacation.



Program Features:

- ✦ **Performance Monitoring and System Health Reports** ensure all of the critical computers and devices that comprise your small business network are healthy and functioning reliably and optimally.
- ✦ **Regular On-Site Preventative Maintenance** ensures that your servers, PCs and other vital network devices function optimally. This improves reliability and security.
- ✦ **Network and User Support** is delivered remotely from our support center to diagnose and resolve network or server issues or employee questions rapidly. On-site diagnosis and support is provided as needed.
- ✦ **Local and Wide-Area Network support** configures and maintains your local network, internet access, proxy servers, and VPN solution ensuring that your connectivity to the outside world remains steady.
- ✦ **Patch and Antivirus Management** ensures all of your Windows servers and PCs have the most up-to-date security patches, system patches, and antivirus updates, helping to optimize performance and minimize security risk.
- ✦ **Hardware and Software Procurement Assistance** evaluates and provides advice to ensure that newly purchased client computer equipment and applications will be able to perform the tasks required of them.

Standard Features	Description
Prepaid Support Hours	Your Gold Plan includes a block of prepaid support hours within the regular monthly fee.
Hourly-billed Support	Additional user support is billed based on usage at our hourly rates.
Standard Included Features	These features are predictable and included in your standard monthly rate
Complete System Monitoring	Constant monitoring of your routers, switches, servers, workstations, firewalls and UPS units.
System Health Reporting	Regular asset tracking, license compliance, and system utilization reports.
OS Security Patches and Antivirus Support	Patches and antivirus updates applied on a regular basis to the customer's servers and desktops.
On-Site Preventative Maintenance	Ongoing preventative maintenance of your servers and PCs to make them reliable and secure.
Priority Support Status	Small Business Gold clients are entitled to after-hours support and priority queue placement.
Variable Services	These services are applied against your monthly plan support-hours time block
LAN and WAN Support	Support for the customer's local and wide area network, firewall, proxy servers, wireless and VPN.
Server Application Support	Configuration and support of print queues and specific supported email and backup solutions.
IT Procurement Assistance	Our IT consultants work with you to help you make optimal technology choices.



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