



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 productively?
- **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 and dramatically increase mean time to resolution getting your employees back to work.
- **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.
- **Eliminating Emergency Downtime:** Regular overview with a combination of monitoring and management, we work extensively to reduce or eliminate where possible emergency outages which causes

PROACTIVE SUPPORT

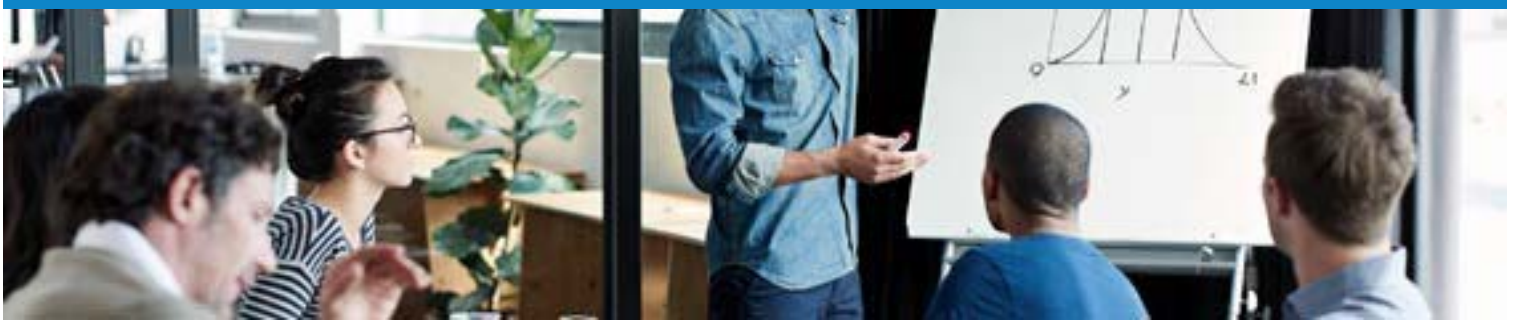
Your Trusted Advisor

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 revenue generating services. 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 proactive approach, 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 higher revenue per employee. 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 managing a computer network.



Program Features

Program Elements	Layered Approach
Proactive Server	<ul style="list-style-type: none"> • 24x7 Advanced Performance Monitoring • Key Application Maintenance • Microsoft and 3rd Party Patch Management • Scheduled Preventative Maintenance
Proactive Workstation	<ul style="list-style-type: none"> • Microsoft and 3rd Party Patch Management • Scheduled Preventative Maintenance • Availability Monitoring
Proactive Backup	<ul style="list-style-type: none"> • Backup Deployment and Configuration • Backup Performance Monitoring • Data backup offsite to secure and compliant facilities • Scheduled Backup Jobs
Proactive Support	<ul style="list-style-type: none"> • Quarterly Network Health Review • Business planning and strategy consulting
Proactive Security	<ul style="list-style-type: none"> • Anti-Virus Monitoring and Management • Perimeter level mail Monitoring and Management
Proactive Network	<ul style="list-style-type: none"> • Router/Switch/Firewall Performance Monitoring • Ongoing core network preventative maintenance

- **24x7 Advanced Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally
- **Scheduled Preventative Maintenance** ensures that your servers, PCs and other vital network devices function optimally. This improves reliability and security
- **Monthly account management** dedicates time to review reports and issues that are important to the ongoing performance of your network. We translate technology into business terms for you
- **Security Management** uses properly designed and implemented security solutions to keep your business protected
- **Patch Management** ensures all of your Windows servers and PCs have the most up-to-date security and system patches, helping to optimize performance and minimize security risk
- **Network Operations Center:** Our NOC team is available to assist with all your support needs, delivering support remotely and actively monitoring your systems for critical failure

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Network Optimization to Drive Productivity

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