

- Proactive Alerting of Problems to Prevent Crashes
- Predictive Hardware Failure
- 24x7 Help Desk & Remote Support

Contact Us Now, for a FREE System Health and Security Checkup



We'll analyze your network and report where we can add value to your organization. Then you make the call, it's really that simple! You'll see for yourself where we can standardize your environment, save money and even keep you from hiring additional IT support personnel.

Please contact us to discuss the full range of services we can offer to save you time and money. Here are just a few.

- |                       |                     |
|-----------------------|---------------------|
| Firewall Management   | Email/Web Hosting   |
| PCI & HIPAA Compliant | Disaster Recovery   |
| Network Monitoring    | Green IT Solutions  |
| IT Vendor Management  | Server Optimization |
| Server/PC Management  | Data Backup         |

## We Provide a Comprehensive Solution Through Our Multi-Tiered Total Care Program

Increased User Productivity  
Higher System Reliability  
Single Contact for All IT Needs

Technology Standardization  
Customized IT Roadmap  
Project Based Consulting

## Get unlimited IT Support at a fixed rate and eliminate the uncertainty of fluctuating support costs

24x7 System Monitoring  
Unlimited Support  
Monthly Status Reports

System Patch Management  
Anti-Virus Software Support  
Trouble -Ticket Management



Remote Remediation  
Server Optimization  
As Needed On-Site Support

Predictive IT Costs  
No Unanticipated Fees  
Printer & USB Management



## Firewall Management

Your first line of defense cannot be ignored! We will monitor firewall activity and logs while maintaining a solid configuration that fits business goals, meets PCI and HIPAA requirements, and provides a secure network environment.

## Network Monitoring

A business' network is its lifeline. Anything less than 100% can impact productivity or even bring operations to a halt. We will monitor your network devices and performance to make sure you get the most efficient use of bandwidth and the highest possible data transfer rates.

## PCI & HIPAA Compliance

Almost every business falls into some type of regulatory compliance category. We will review your business goals and requirements to help you determine which regulations are applicable and make sure you stay in compliance and ahead of the game.

## Server & PC Management

The brains and brawn of your IT environment, your servers and PCs must be at full strength and not an inconvenience so that your office runs smoothly and quietly. We will monitor these systems 24x7 and maintain a regular maintenance schedule that will help detect and prevent problems before they impact you.

## Data backup & disaster recovery

Your most critical asset is your data. What would happen to your business if you lost all data overnight? We will help you achieve regulatory compliance and peace of mind by designing a data backup and disaster recovery plan that will protect against those worst-case scenarios.

## Green IT Solutions

Seemingly the buzzword of the decade, "green" solutions are both economical and responsible and shouldn't be ignored. We will help you minimize your energy footprint to both be a good steward of your resources and also save you cash. It's a win-win for everyone.

## IT Vendor Management

How many different IT vendors do you have to remember, interact with, and depend on? How much time do you waste just coordinating support? Let us take the reins and be your go-to company. We will take care of interfacing with your various vendors and make sure you don't waste any more time just sitting on hold with their call center.

## Email/Web Hosting

Email and web are the face of your company. We can provide hosting solutions that are both dependable and economical allowing you to worry about your business rather than if your website is up or if your email is working.

## Technology Standardization

Getting your office to a standard environment is step #1. Reducing the types of problems that can occur is paramount when trying to quiet down your network and systems. We will evaluate your environment and make recommendations needed to get you on the right path.

## Customized IT Roadmap

Closely related to technology standardization, your IT Roadmap's importance can't be understated. What are your goals? What requirements must you meet? Let's be proactive and develop a plan of attack to meet those goals and needs head on.

## Project-based consulting

Dreaming of something different? Got really big plans for your IT environment? We can provide project-based consulting to help you flesh those plans out and make them happen.

## 24x7 System Monitoring

It goes without saying that business doesn't end at 5pm. Your IT assets need to stay at full capacity around the clock to keep those unexpected issues from popping up first thing on a Monday morning. We will monitor your environment 24x7 and make sure you know what is going on.

## Unlimited support

The \$20 question is how much support are you actually going to get if a problem is detected and what is that going to cost? The answer is simple: as much business hour support as your need at no charge.

## Monthly status reports

We don't want this to be a set it and forget it system. We're going to let you know what is going on and what we've been up to. We will keep you informed with regular reports and meetings to make sure you know all the info and that we know if you have any concerns.

## Remote remediation

The quickest response doesn't have to involve driving time. We are going to provide remote support whenever possible. This reduces costs, increases response time, and gets your problems addressed in the least amount of time.

## Server optimization

The nucleus of your office needs to be running at full speed. We will make sure any available optimizations and efficiencies are applied to your servers to keep them from bogging down.

## As-needed on site support

When a problem arises and remote support won't cut it, we'll hop in the car and get to office to address those issues. No extra cost, no worries. Consider it the backup plan to our remote support offering.

## **Predictive IT Costs**

Need a better, more accurate budget for the year? We can bring those IT costs under control giving you a great idea of what your IT costs will actually be verses what you hope they will be.

## **No unanticipated fees**

We will be clear and up front with you. There are hardly any unanticipated fees! In fact, remote data backup and consulting costs for those dream projects of yours are the only items that may cost you a little extra. If we see that on the horizon, we'll make sure you know well ahead of time and work with you on minimizing those.

## **Printer & USB Management**

Want to monitor printer use or keep all those unauthorized USB devices from being used? We can help you there if you'd like and make it no longer a problem.

## **System patch management**

Keeping systems up to date is near the top of our list. We'll make sure all relevant security patches are applied to help keep hackers from getting their hooks into your network.

## **Anti-Virus software support**

Right beside patch management is anti-virus support. We will make sure your anti-virus products stay fully-functional and up to date to help keep your systems at full health.

## **Trouble-ticket System**

This isn't a fly-by-the-seat operation. We have a trouble ticket system that you can use to notify us of problems and monitor progress. We aren't just jotting notes down in a 3-ring binder.

## **Increased user productivity**

All of these items help keep your staff productivity at its maximum level. Working around problems won't be an issue any longer.

## **Higher system reliability**

Your systems will be more robust, reliable, and ready to serve your needs. We will help prevent problems rather than fix them after the fact.

## **Single contact for all IT needs**

Got an IT problem? One phone number to call and thats it. We'll handle all problems, vendors and plans all while allowing you to sleep easier at night. We will be your IT department, Chief Technology Officer, and security blanket all rolled into one.

