



Guardians of Your Business Lifeline

An IT partner not provider. We have been working hard to enhance your customer service experience and to improve upon the manner in which your network helps you conduct business. Technology is the number one budget item after human resources, yet it is the least understood. Allow us to use our expertise to help you reduce your maintenance costs and increase the service quality and reliability of your IT infrastructure.

Service	Status	Transition	Probe/Agent	Last Scan Time
AV - Security Center	●	2007-07-06 09:47:55	Complex Inc.	2007-07-09 13:14:20
CPU (VM) - "CPU0"	●	2007-07-06 09:47:55	Complex Inc.	2007-07-09 13:44:21
Disk (VM) - "C:"	●	2007-07-06 09:47:55	Complex Inc.	2007-07-09 13:44:19
Intel® vPro™ Status	●	2007-07-06 09:47:54	Complex Inc.	2007-07-09 13:59:15
Memory (VM)	●	2007-07-06 09:47:55	Complex Inc.	2007-07-09 13:44:23
Windows Service - "DHCP C..."	●	2007-07-06 10:23:17	Complex Inc.	2007-07-09 13:54:22

"We'll have to think of something catch for this 'quote' fie"

One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With our proactive managed services 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 IT 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 IT 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?

- **Untimely network failures?** Not knowing what will fail and when, and then having to wait for a technician to arrive?
- **Network secure?** How confident are you that your network is protected from hackers and cyber crime?
- **No technology plan?** Does your organization lack a strategy for how technology can best serve it into the future?

Program Advantages:

- **Prevention of network problems and failures:** Through early detection of impending issues, we can work to resolve many issues before they can affect your network and your employees' productivity.
- **Reduced network downtime through proactive maintenance:** Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.
- **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.



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
- 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.
- 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.
- Security Policies and Configurations** uses properly designed and implemented security and user policies to ensure your network is secured from the inside out. We report any infractions that occur.
- IT Procurement Assistance** helps you to make optimal technology purchasing choices that fit best with your organization's needs.
- Anti-virus Management** ensures the proper operation and updating of your anti-virus software on all PCs. We make sure your anti-virus software is doing its job and respond to alerts.

Standard Features	Description
Networking Control	Monitoring and continuing maintenance of your LAN, WAN, domain and VPN
Security Necessities	A secured network perimeter, policies and managed virus protection
PC Care & Maintenance	Ongoing preventative maintenance of your PCs to make them reliable and secure
Complete Server Monitoring	Monitoring of the health and performance of your servers and shared applications
Onsite Response	Technicians are dispatched to your office when IT support issues arise
Remote Response	Technicians work remotely on your network to resolve issues
Asset Reporting	Greater control of your IT assets through regular audits of what you have
Network Maintenance	Preventative maintenance plan with allowance for client support requests
IT Procurement Assistance	Our IT consultants work with you to help you make optimal technology choices
Staff Augmentation Services	Supplement your own IT team with our experienced IT engineers and technicians
Projects and Integration	New rollouts, VoIP, integration, software upgrades, hardware installs – we do it all
Network Maintenance	Preventative maintenance plan with allowance for client support requests



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