



# TotalCare Managed IT Services

## Do these issues plague your business?

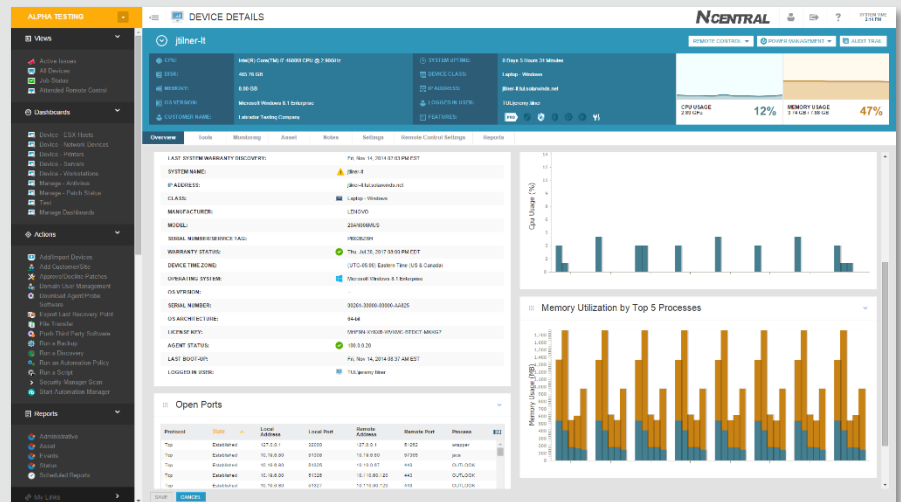
- **No Technology Plan?** Does your organization lack a strategy for how technology can best serve it into the future?
- **IT Budget Crunch?** Under pressure to reduce IT costs, increase value or maximize profitability?
- **Management Struggles?** Need to find a more efficient way to manage your company's technology?

## TotalCare Advantages:

- **Increased Productivity:** Continuous insight into your network lets us reduce the business impact of IT failure by shortening the time from network failure to issue resolution
- **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
- **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

**Total network peace of mind.** Your time is precious. You have more important issues to deal with than your computer network. It is, however, a critical enabler to your business and in need of attention to ensure it's running predictably, optimally and securely. Our TotalCare Pro service is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.

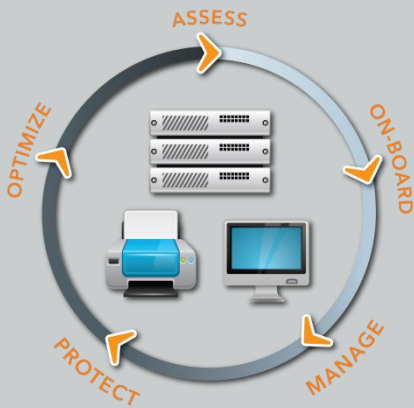


Complete IT support and management for a fixed monthly price – it's that simple. We provide all of the benefits of an internal IT department for a fraction of the price of staffing one yourself. We reduce the business impact of IT failures by minimizing their occurrence, and any unforeseen issues are dealt with as a top priority. All aspects of your network are covered: security, data protection applications and hardware.

When you outsource the management of your important IT resources to us, we look upon this as a partnership. Our comprehensive approach means we are your IT department. By optimizing your network's performance, it will work at the peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your network. Security, networking, data protection and user support - we handle it all for a single, predictable price.



## Device Lifecycle Management



## Plan Features

- **Advanced Performance Monitoring** ensures all 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 Network Health Review** 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.
- **Real Time Optimization** keeps your infrastructure optimized through our NOC enterprise-class technology. Critical issues are identified, reported, and resolved in real time.
- **Security and Backup Management** keeps your environment secure, protected and available through industry best-practices.
- **Unlimited Onsite & Remote Support** ensures the utmost in business stability and reliability. Your single monthly price covers all network, server and workstation support.

Program Elements	Included Services
<b>Managed Server</b>	<ul style="list-style-type: none"> <li>• Advanced Performance Monitoring</li> <li>• Server Configuration Management</li> <li>• Key Application Maintenance</li> <li>• Microsoft and 3<sup>rd</sup> Party Patch Management</li> <li>• Real Time Server Optimization</li> <li>• Scheduled Preventative Maintenance</li> </ul>
<b>Managed Workstation</b>	<ul style="list-style-type: none"> <li>• Advanced Performance Monitoring</li> <li>• Workstation Configuration Management</li> <li>• Microsoft and 3<sup>rd</sup> Party Patch Management</li> <li>• Real Time Workstation Optimization</li> <li>• Scheduled Preventative Maintenance</li> </ul>
<b>Managed Network</b>	<ul style="list-style-type: none"> <li>• Firewall Management and Maintenance</li> <li>• Router and Switch Performance Monitoring</li> </ul>
<b>Managed Security</b>	<ul style="list-style-type: none"> <li>• Anti-Virus Monitoring and Management</li> <li>• Web Protection &amp; Filtering</li> <li>• Regular Vulnerability Scan and Report</li> <li>• Regular Security Risk Assessments</li> <li>• Mobile Device Management</li> <li>• Email Security &amp; Spam Filtering</li> </ul>
<b>Managed Support</b>	<ul style="list-style-type: none"> <li>• Monthly Network Health Review &amp; Reporting</li> <li>• Unlimited Onsite &amp; Remote Support</li> </ul>
<b>Managed Cloud Backup</b>	<ul style="list-style-type: none"> <li>• Backup Deployment and Configuration</li> <li>• Backup Performance Monitoring</li> <li>• Backup Software Updates</li> <li>• Scheduled Backup Jobs</li> <li>• Data Center Replication and Disaster Recovery Planning</li> </ul>

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Stop Buying Downtime – Invest in Uptime!