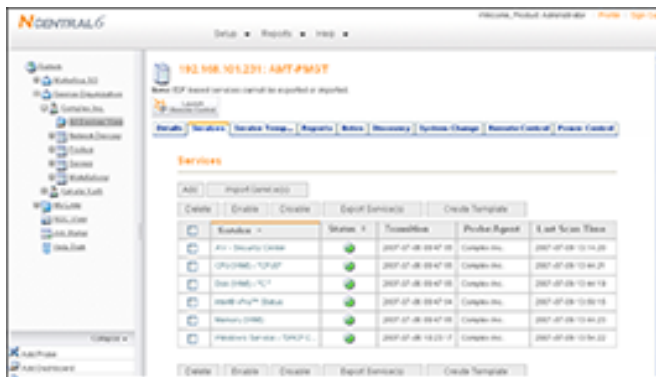




focus on your Business - we'll focus on IT

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.



"focus4IT will help your business to meet its objectives and grow by leveraging your investment in Technology."

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?

- **Downtime impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?
- **Network infection?** Are you at risk of losing thousands of dollars in productivity and reputation from a single malware infection?
- **Email failures?** Has your email server ever been down when you need to send an important message or document?

Program Advantages:

- **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.
- **Proper allocation of your IT budget:** Target your IT spending. With our proactive approach, we can do more with less, empowering you to allocate your IT budget where it will have the greatest benefit.
- **Avoided incidents:** Using advanced troubleshooting and rapid analysis, we resolve network issues on detection, before they have the opportunity to grow into failures or disruptions.



Program Features:

- Server Configuration Management** provides the utmost in security and productivity by designing, deploying and enforcing standardized server configurations.
- 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.
- Disaster Recovery** helps you to identify your critical corporate data and to design, implement and manage a comprehensive backup and recovery strategy to protect it from disaster.
- 24x7 Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- Antivirus Monitoring and Updates on Servers and Workstations** ensures your antivirus programs are functioning properly and that the latest industry security updates to your systems are being received and installed.
- Pre-Deployment Testing of New or Updated Software** ensures there are no unforeseen effects. Before deploying any new, updated or changed software in your environment, we can thoroughly test it in our lab.

Standard Features	Description
PC Care & Maintenance	Ongoing preventative maintenance of your PCs to make them reliable and secure
Networking Basics	Monitoring the vital statistics of your routers, switches and VPN equipment
Security Basics	Ensuring your existing network security investment is doing its job
Total Backup	Continuity of your critical business services and data
Asset Reporting	Greater control of your IT assets through regular audits of what you have
IT Consulting	Network health reports, regular IT strategy meetings and procurement assistance
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
License Compliance	Verifying the software you own is what is really being used by your employees
Standard Reporting	Network health reporting and quarterly reviews with our experts
IT Asset Lifecycle Management	Ongoing upgrades, replacement and disposal of all hardware and software



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