



A True IT Partnership

An IT partner not provider. We have been working hard to enhance the customer service experience and to improve upon the manner in which networks help 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.

Job Name	Job Type	Status	Scheduled Date	Last Completed
System	System Backup	Completed	2011 Jun 28 10:00:00	2011 Jun 28 10:00:00
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"TechSolutions was at the door waiting for me to arrive to troubleshoot my server. I didn't even know there was a problem." - Client's comment following 3:00 AM server crash detected by PointCare

One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With our proactive solution, PointCare Plus, 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 and services, we ensure the reliability and stability of your IT assets.

With PointCare Plus, 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 and frustration from unstable IT resources is dramatically lessened. 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?

- **Email failures?** Has your email server ever been down when you needed to send an important message or document?
- **Stuck in a break-fix nightmare?** Does your service provider only address the symptoms of downtime -- not the root cause!
- **No technology plan?** Does your organization lack a strategy for how technology can best serve it into the future?

Program Advantages:

- **Lets you focus on your business:** We are your networking watchdog, enabling you to focus on your core business activities instead of managing a computer network or its problems.
- **Increased productivity:** Continuous insight into your network and preventative maintenance let us reduce the business impact of IT failure by shortening the time from network failure to issue resolution.
- **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:

- 24x7 Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- 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.
- Annual Strategy and Planning Meeting** allows us to help you build and manage a long-term technology plan to support your business. This enables you to make the best business decisions possible.
- Priority Response** is given to you. Under the PointCare Plus solution, you are entitled to faster response benchmarks and your issues are escalated ahead of non-priority clients.
- Management of Your Backup Solution** protects you from data damage or loss. We monitor, manage and test your backup solution, as well as re-evaluate the plan to verify it is optimized.
- 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.

Standard Features	Description
Email & Messaging Services	Management of your email, spam filtering and mobile messaging services
Networking Basics	Monitoring the vital statistics of your routers, switches and VPN equipment
Backup Foundation	A managed backup and recovery plan to ensure your data is properly protected
Complete Server Monitoring	Monitoring of the health and performance of your servers and shared applications
Outsourced CIO	IT optimization with client briefings and analysis - We are your Trusted Technology Advisor
Standard Reporting	Network health reporting and quarterly reviews with our experts
Remote Response	Technicians work remotely on your network to resolve issues
Onsite Response	Technicians dispatched to your office when IT support issues arise that cannot be handled remotely
Optional Features	Description
Unlimited Network Support	Unlimited maintenance, response and emergency support of your entire network
PC Care & Maintenance	Ongoing preventative maintenance of your PCs to make them reliable and secure
Staff Augmentation Services	Supplement your own IT team with our experienced IT engineers and technicians



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