**Tech Solutions**
A Santel Company

Focus on Your Business - Not Your Technology

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 fully managed program is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.
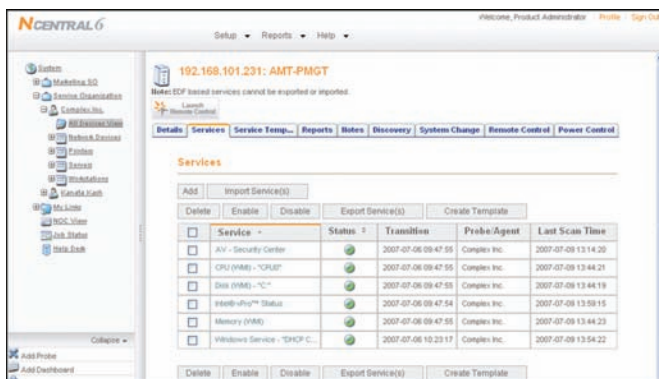
"We know Technology so you don't have to."

Total IT support and management for a fixed monthly price – it's that simple. We provide all of the benefits of an internal MIS 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 unforseen 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 and professional 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.

Do these issues plague your business?

- **Stuck in a break-fix nightmare?** Many service providers just address the symptoms of downtime, and not the root cause!

- **Waiting for internal service?** Is your own IT staff is busy and not always available when you need them?

- **Distracted employees?** Do your staff rely on other non-IT employees to deal with distracting IT problems?

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 network or its problems.

- **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.

- **A single monthly price for superior network care:** No more guessing what IT support will cost. Receive guaranteed predictability of your IT support costs and avoid high emergency fees. One monthly fee covers all support.

Program Features:

- **Self-Service Portal** provides a convenient self-service Web site to request help, track issues and find answers. Avoid costly support calls for issues that aren't emergencies.

- **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.

- **Unlimited Helpdesk Services** assist your employees with any technology problems or questions that they have, and remotely resolve PC performance issues they may be experiencing.

- **Priority Response** is given to you. Under this support solution, you are entitled to faster response benchmarks and your issues are escalated ahead of non-priority clients.

- **Dedicated Account Manager** serves as a single point of contact to answer any questions you may have about your account or our solutions. This saves time and guesswork for you.

- **Quarterly Strategy and Planning Meetings** allow 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.

Standard Features	Description
Optional Features	Description
Network Maintenance	Preventative maintenance plan with allowance for client support requests
Total Backup	Guaranteed continuity of your critical business services and data
IT Consulting	Network health reports, regular IT strategy meetings and procurement assistance
PC Care & Maintenance	Ongoing preventative maintenance of your PCs to make them reliable and secure
Onsite Response	Technicians are dispatched to your office when IT support issues arise
Remote Response	Technicians work remotely on your network to resolve issues
Unlimited User Helpdesk	Unlimited helpdesk services for PC users, included in your monthly fee
Wireless Networking	Total management of your business' wireless infrastructure
Asset Reporting	Greater control of your IT assets through regular audits of what you have
IT Procurement Assistance	Our IT consultants work with you to help you make optimal technology choices
Vendor Relationship Management	We interface directly with software vendors on your behalf on all support issues

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Stop buying downtime - Start paying for uptime