

# PC & SECURITY MANAGEMENT SERVICES

*“The appeal is obvious: SaaS is quicker, easier and cheaper to deploy than traditional software. Which means that technology budgets can be focused on providing competitive advantage, rather than maintenance.”*

\*Source: The Economist April 2006



*“Companies of all sizes are using hosted applications as revenue generation becomes a top priority. This coupled with shorter implementation times makes the hosted model very attractive.”*

\*Source: Rob Bois AMR Research

*“Smaller companies are also just as dependent on their network infrastructure as are larger corporations, but they have far fewer resources to manage that infrastructure. MSPs offer a wide variety of managed network services and are in a position to take the burden off large and small companies for building, maintaining, and troubleshooting networks.”*

\*Source: Minu Sirsawala Network Magazine

## SECURITY AND PC HEALTH STUDY:

- 1 in 16 systems missing anti-virus software entirely
- 5% of systems missing the most current antivirus updates
- 26% of systems missing major operating system service packs
- 50% of systems show moderate to severe infestations of adware, spyware
- 95% of companies currently overpaying software maintenance
- 100% of companies overbought software licenses

## SECURITY MANAGEMENT SERVICES:

As your trusted advisor we have the ability to provide you with managed services that can proactively save you time and money. Using our Security Management solutions, we will have the visibility and control to provide you Security Compliance and Vulnerability Management to your end-users and deliver a high-value managed service to mitigate risks and support the maintenance and updates of your environment.

*“More than 90 percent of all security breaches involve a software vulnerability caused by a missing patch that the IT department already knows about.”*

\*Source: FBI - Carnegie Mellon University study

## WHERE ARE THE PATCHES?

- Inability to identify and report on out-of-date systems and missing patches
- IT staff has little time or resources to proactively test and deploy patches
- IT inability to deliver patches to remote systems outside the corporate network

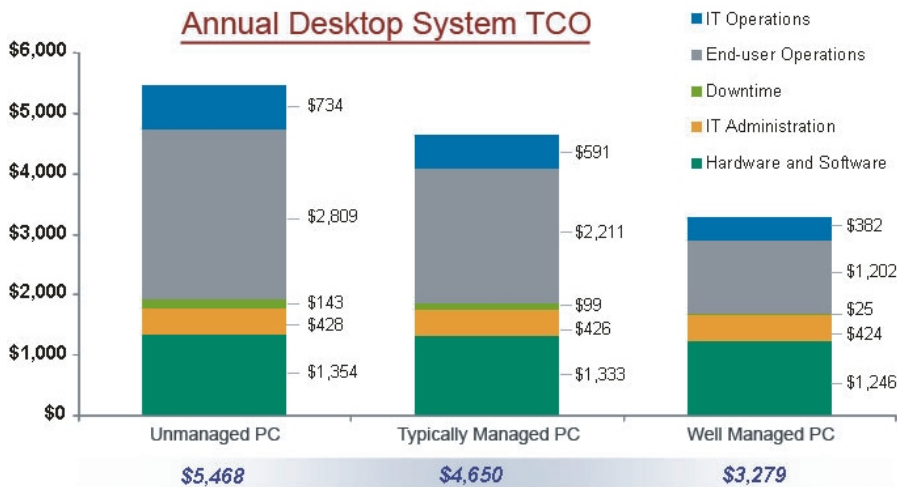
## PC MANAGEMENT SERVICES:

We know that managing all the staff and systems on and off your network is not the only task you have to complete each day. Since we built our business around IT, you don't have to. We built our business using a series of best practices so that we can be a key member of your team and help extend your IT management capabilities by taking over the day-to-day security and PC management functions that get in the way of strategic IT initiatives. We even pay for ourselves by monitoring your software licenses closely to ensure proper procurement and maintenance.

Security and license compliance...

*“Enterprises that failed to integrate software contract and inventory data to manage their software assets overbought on 60% of their portfolio and were out of compliance on an alarming 30%.”*

\*Source: Gartner Inc.



Source: The Gartner Group 2005



## MANAGED IT SERVICES:

We provide a complete solution for supporting and managing the overall health of each computer on and off your company's network. Extend your IT capabilities to enterprise-class on an SMB budget.

Technology is a vital part of just about every business; it is critical to both the day-to-day operations and the strategic growth of your business. Having a complete IT department with a CTO, Network Manager, Help Desk, and Purchasing Manager is out of reach for most organizations. We can deliver all of these benefits and more for an affordable monthly fee.

### SECURITY MANAGEMENT SERVICES:

New viruses and spyware introduce vulnerabilities and security threats into your network every day at the speed of light. We make it our business to be the experts in proactive monitoring, managing, resolving and preventing these threats.

### PC MANAGEMENT SERVICES:

All of the items to the right need to be done to your end-user PCs (networked and remote) regularly. We understand you don't have the time to get to them all, so we help by doing them for you. This frees you up to focus on core business objectives.

### DESKSIDE SUPPORT SERVICES:

We help extend your current desk-side support and urgent care processes to support your distributed offices and mobile workers 24x7. We also provide on-site hardware break-fix and disaster recovery to reduce downtime and help you maintain business continuity.

## Management Services

### Security Management Services

	Basic	Pro	Premium
Ongoing PC security risk assessment	•	•	•
Unprotected PC reporting	•	•	•
Antivirus client mgmt & virus protection	•	•	•
Virus definition enforcement & updates	•	•	•
Antispyware administration	•	•	•
Spyware & Adware protection	•	•	•
Microsoft OS patch updates	•	•	•
Microsoft Office patch updates	•	•	•
Local admin account policy administration	•	•	•
Personal firewall policy administration	•	•	•
Windows update policy administration	•	•	•
Client proxy server policy administration	•	•	•
Active X control policy administration	•	•	•

### PC Management Services

Online asset tracking & reporting		•	•
HW/SW change reporting		•	•
Approved software monitoring		•	•
Software deployment & repair		•	•
Software license compliance monitoring		•	•
Drive space monitoring		•	•
Online Helpdesk & ticket management		•	•
Remote diagnostics & support		•	•
Desktop optimization (defrag, cleanup, etc.)		•	•
Printer setting management		•	•
Vista readiness assessment		•	•
PC personality back-up/restore		•	•
End-user password reset		•	•
Network access policy administration		•	•
VPN client management		•	•
Custom reporting		•	•
Microsoft application support		•	•
Unlimited phone support		•	•

### Deskside Support Services

24x7 emergency after-hours support			•
Unlimited on-site support			•
Hardware maintenance break-fix			•