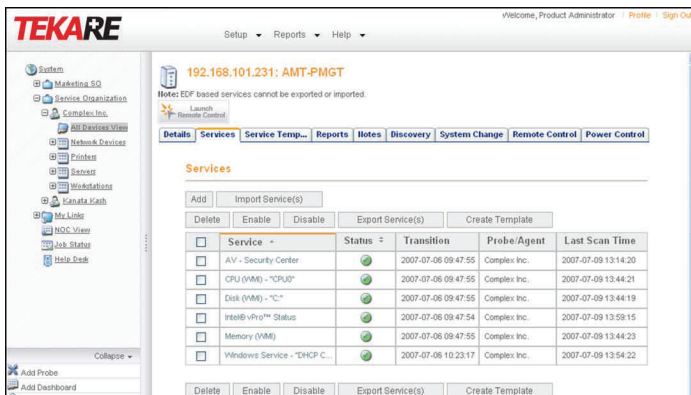


The Care Your Network Needs



Welcome to the Future of IT Support

Like all businesses, you depend on your network. Have you ever needed to send an important email or access vital information, but the system or data was inaccessible? Traditional support models have you call for help, and wait for a technician to be dispatched to troubleshoot the problem. In some cases, making multiple trips for parts! This model forfeits precious uptime for diagnosis, travel and repair - all on your dime. We've put an end to that.



"Since signing up for TEKARE Bronze, user efficiency has increased dramatically."

TEKARE Bronze gives you the assurance that your organization's IT infrastructure receives the required level of support. Built on the strength of our suite of tools and our renowned customer service, we respond rapidly to changes in the health of your network and applications, and to your requests for help. Efficient troubleshooting means that we get you up-and-running faster than ever.

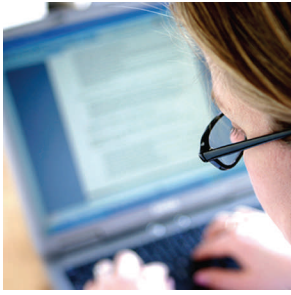
Our enterprise-class IT support and monitoring capabilities empower us to dramatically reduce the time it takes to diagnose and resolve network problems or failures. This translates into increased employee productivity and cost savings for you. In some cases, problems can be avoided before they even happen.

Do these issues plague your business?

- **Time crunch?** Not enough time in the day to accomplish everything necessary to keep your own network optimized?
- **Costly talent?** Struggling to justify expensive IT staff with specialized skills? Challenged in cost justifying it?
- **Network neglected?** Is yours perceived as a "necessary evil" and not as integral to improving business performance?

Program Advantages:

- **Faster issue resolution with full-time network monitoring:** With 24x7x365 monitoring, we dramatically shorten the time from computer failure to issue resolution. Our technicians always know the health of your network.
- **Access to a wealth of IT expertise and experience:** Our staff has many years of combined experience and multiple accreditations and certifications from technology leaders. Talk to us about the details.
- **A secure network perimeter:** Network integrity is as an ongoing priority. By monitoring your firewall, antivirus and other security services, we verify your security investment is working for you.



Program Features:

- **Network Health Assessment** determines the overall stability of your network.
- **AntiVirus Status Monitoring** verifies that each PC and server has its AntiVirus software running and is receiving all updates. Know if your AntiVirus software is doing its job.
- **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.
- **24x7 Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- **Quarterly 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.
- **Partner Discounts on Labor** are given to you. As a managed services partner client, you gain access to our preferred labor rates for any standard support issues or calls.

Standard Features	Description
Free AntiVirus and Monitoring	We provide AntiVirus protection for each covered desktop, laptop and server.
Networking Basics	Monitoring the vital statistics of your routers, switches and firewall equipment
Essential Server Monitoring	Monitoring of the vital systems of your servers
Backup Essential	Monitoring the success of your onsite backup solution
Security Basics	Ensuring your existing network security investment is doing its job
Standard Reporting	Network health reporting and quarterly reviews with our experts
Remote Response	Technicians work remotely on your network to resolve issues
Network Response	Billing for network support is based on usage at a reduced hourly rate
IT Procurement Assistance	Our IT consultants work with you to help you make optimal technology choices
Microsoft Patch Monitoring	We monitor the available Microsoft patches and alert management when patches need to be installed
Helpdesk Ticketing System	Access to helpdesk and related ticketing system to track and report issues
Optional Workstation / Application Monitoring	Optional workstation and server application monitoring is available at a reduced rate

TEKABYTE

www.tekabyte.com

info@tekabyte.com

434-836-3455