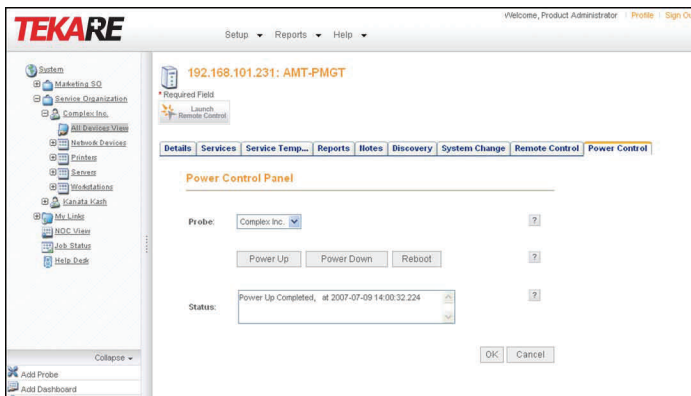




Unlimited Support - One Flat Fee

Welcome to the Future of IT Support

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.



"TEKARE Silver has made a significant improvement to my bottom line. My network has been working great and my support costs are lower than ever before."

One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With the TEKARE Silver 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?

- **IT budget crunch?** Under pressure to reduce IT costs, increase value or maximize profitability?
- **Not staying current?** With increasing network complexity, do you struggle to keep up with IT advancements and security threats?
- **Stuck in a break-fix nightmare?** Many service providers just address the symptoms of downtime, and not the root cause!

Program Advantages:

- **Stabilized and rationalized IT spending:** Through our proactive approach, we virtually remove "emergency service call" from your vocabulary, and make your IT spending patterns predictable.
- **Safe and protected computing environment:** We ensure patches and antivirus updates for your servers and PCs have been installed, reducing the likelihood of your network being compromised by a virus, worm or other attack.
- **Reduced network downtime through proactive maintenance:** Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.



Program Features:

- **Network Monitoring** constantly tracks the performance of your network – bandwidth, errors and other key indicators. This means your users always experience a stable environment.
- **Management of Your Backup Solution** protects you from data damage or loss. We monitor, manage and test your custom data backup plan, 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.
- **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.
- **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.
- **Remote Network Support** is delivered remotely from our support center to diagnose and resolve network or server issues rapidly. We keep your key IT resources up and running.

Standard Features	Description
Free AntiVirus and Monitoring	We provide AntiVirus protection for each covered desktop, laptop and server.
Unlimited Network Support	Unlimited maintenance, response and emergency support of your entire network
Unlimited User Helpdesk	Unlimited helpdesk services for PC users, included in your monthly fee
PC Care & Maintenance	Ongoing preventative maintenance of your PCs to make them reliable and secure
Complete Server Monitoring	Monitoring of the health and performance of your servers and shared applications
IT Consulting	Network health reports, regular IT strategy meetings and procurement assistance
Security Necessities	A secured network perimeter, policies and managed virus protection
Backup Foundation	A managed backup and recovery plan to ensure your data is properly protected
Remote Response	Technicians work remotely on your network to resolve issues
Network Maintenance	Preventative maintenance plan with allowance for client support requests
Data Recovery	Recovery services to retrieve vital, lost information after a failure or crash
Optional Application Monitoring	Optional server application monitoring is available at a reduced rate

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