

proactive

| consistent

| affordable

| reliable



**Managed  
Information  
Technology  
Services**



**TECHNOLOGY  
ON PREMISES**

# Managed Information Technology

*Plagued by system downtime, viruses, spyware, losses of productivity, and every other excuse for why the computer system you rely upon to run your business is not working consistently and as expected? These distractions are unnecessary and very expensive.*

## Proactive, Flexible, Affordable, Managed

Technology on Premises understands this. We also know that businesses are constantly challenged by the task of managing the demands of growing their business while coping with continuous technology challenges.

Our focus is to keep your systems operational and available so that you can focus your efforts on the demands of growing your business, managing costs and increasing revenues. We want to help you realize the productivity gains and ROI you have been expecting from your computer systems.

Virtual Administrator from Technology on Premises consists of various service level offerings that provide affordable proactive IT management and support to growing businesses. Utilizing our unique framework for providing managed IT services, Technology on Premises provides a range of proactive services to keep your computer systems up and running and your people and business productive.

It's not just about monitoring, that just lets you know something is wrong.

It's not just about remote access to your systems to troubleshoot issues.

It's about a proactive preventative approach to keeping your systems up, running and available.

That's why our managed IT services utilize a series of "Best Practices" we have developed over our years of experience.

Best practices for activities such as:

- Spyware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Remote Management
- Daily Maintenance
- A variety of other automated procedures to ensure your systems are running and your people are productive

*20 million person-days per year are lost due to technology failures — a cost that few businesses can afford. Any business supported by technology should look at both direct and indirect costs.*



# Information Technology Services

A study by the Gartner Group has revealed the following:

- Cost of an Unmanaged XP machine over 3 years  
\$5309
- Cost of a Managed machine over 3 years  
\$3335
- \$1974 - Cost Savings of a Managed Machine

If you have 20 computers running Windows XP in your business, that is a cost savings of nearly \$40,000 in a 3 year time period.

*\*as reported in Network Computing magazine  
Page 34, 9/2/2004 issue.*

By utilizing technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently without fail.

As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any impact on the business.

Proactive managed services eliminate the scenario of calling and waiting for the "computer guy". Potential issues and problems are prevented. Systems and people remain productive and working. In the case where problems do occur, response times can often be within minutes.

Consistency is the cornerstone of TOP Virtual Administrator.

Consistency creates reliability and renders no surprise expenditures or billings. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Each program is based upon the following:

#### Virtual Administrator Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

To keep you informed, you will receive regular communication and executive reports to let you know the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

#### Virtual Administrator Benefits

- Reliability
- Security
- Consistency
- Productivity Gains
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs.



Technology on Premises provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. Technology on Premises uses advanced processes, tools and methodologies, to deliver superior services that match your needs.

You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. Technology on Premises will help you turn your data networks into an effective, efficient component of your growing business.

<p><b>COMPREHENSIVE SERVER MANAGEMENT</b></p>	<p><u>Server Service Level Program</u></p>	<ul style="list-style-type: none"> <li>■ Security Patch Management - SQL Server, Exchange, IIS, OS</li> <li>■ Virus Definition Management</li> <li>■ Backup Management</li> <li>■ Firmware Management</li> <li>■ Service Monitoring and Notification</li> <li>■ Event Log Monitoring</li> <li>■ Disaster Recovery Coverage</li> </ul>
<p><b>MULTIPLE SERVICE LEVELS FOR WORKSTATION MANAGEMENT</b></p>	<p><u>Level 1 Service Program</u></p>	<p>Provides the basic services to keep the workstation secure and notify us of any imminent problems.</p> <ul style="list-style-type: none"> <li>■ Security Patch Management</li> <li>■ System Log Monitoring</li> <li>■ Virus Protection Management</li> <li>■ Daily System Audits</li> <li>■ End User Support Portal</li> <li>■ Monthly Management Reports</li> </ul>
<p>Our comprehensive Workstation level services are designed to keep your systems and personnel productive. Each program provides varying levels of coverage based on user, desired results and budget without compromising quality.</p>	<p><u>Level 2 Service Program</u></p>	<p>Provides more advanced security measures for dealing with malicious threats, establishes baseline policies, asset tracking and changes, software rollout and upgrades and overall health of the workstation.</p> <ul style="list-style-type: none"> <li>■ Security Patch Management</li> <li>■ System Log Monitoring</li> <li>■ Virus Protection Management</li> <li>■ Daily System Audits</li> <li>■ End User Support Portal</li> <li>■ Monthly Management Reports</li> <li>■ Application Deployment</li> <li>■ Application Addition and Change Notification</li> <li>■ Hardware Change Notification</li> <li>■ Security Log Monitoring</li> <li>■ Application Log Monitoring</li> <li>■ Security Log Monitoring</li> <li>■ Spyware Removal and Management</li> <li>■ Bandwidth Usage Tracking</li> <li>■ Asset Management</li> <li>■ Report Generation</li> <li>■ TOPToGo Remote Control</li> </ul>
	<p><u>Level 3 Service Program</u></p>	<p>The ultimate protection to keep critical workstations and users operational.</p> <ul style="list-style-type: none"> <li>■ Security Patch Management</li> <li>■ System Log Monitoring</li> <li>■ Virus Protection Management</li> <li>■ Daily System Audits</li> <li>■ End User Support Portal</li> <li>■ Monthly Management Reports</li> <li>■ Application Deployment</li> <li>■ Application Addition and Change Notification</li> <li>■ Hardware Change Notification</li> <li>■ Security Log Monitoring</li> <li>■ Application Log Monitoring</li> <li>■ Spyware Removal and Management</li> <li>■ Bandwidth Usage Tracking</li> <li>■ Asset Management</li> <li>■ Report Generation</li> <li>■ Remote Management</li> <li>■ TOPToGo Remote Control</li> <li>■ TOP Remote Desktop Support (SLA)</li> </ul>