



Unlimited Support - One Flat Fee

Welcome to the Future of IT Support

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, TEKARE Gold is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.

SO	Customer	Job Name	Job Type	Status	Scheduled Time	Last Completed
Service Organization	Complex Inc.	192.168.101.1-254	Asset Discovery	Pending	2007-Jun-26 10:00:00	2007-Jun-25 07:01:04
Service Organization	Complex Inc.	Corporate Network	Asset Discovery	Completed	--	2007-Jun-21 13:00:38
Service Organization	Kanata Kash	192.168.40 Lab	Asset Discovery	Completed	--	2007-Jun-25 08:52:54
Service Organization	Kanata Kash	Kanata Kash Inital...	Asset Discovery	Completed	--	2007-Jun-22 09:24:32
System	System	nbbackup-20070625001	System Backup	Completed	2007-Jun-26 00:15:00	2007-Jun-25 00:15:16
System	System	nbbackup-20070619001	System Backup	Completed	2007-Jun-26 00:15:00	2007-Jun-19 00:15:12
System	System	nbbackup-20070619001	System Backup	Completed	2007-Jun-26 00:15:00	2007-Jun-19 00:15:15

"TEKARE Gold is truly the gold standard for IT service and support. I can finally spend my time managing my business."

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 unforeseen issues are dealt with as a top priority. All aspects of your network are covered: security, data protection 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?

- **Downtime impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?
- **No technology plan?** Does your organization lack a strategy for how technology can best serve it into the future?
- **What if?** Do you have a business continuity plan detailing what to do in case of a minor or major network outage?

Program Advantages:

- **Priority response:** Through participation in our managed services program, if you ever require service or support, you move to the front of the line.
- **High-level consulting services:** We work with you to prioritize your IT strategy and plans. From technology research to procurement services, we help you make optimal IT purchase and support decisions.
- **Disaster recovery:** We create, implement and manage a detailed disaster recovery solution for you, ensuring errors, natural disasters or sabotage won't prevent the retrieval of your data.



Program Features:

- **Complete server management** provides hardware and software monitoring that allows us to proactively maintain your servers at peak performance.
- **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.
- **Unlimited remote and on-site support** ensures that your users get the support they need in a timely manner.
- **Vendor Relationship Management** enables you to offload onerous vendor issues to us. Under this service, we communicate directly with software and service vendors on your behalf on all support issues.
- **Unlimited Maintenance and Support** ensures the utmost in network stability and reliability. Your single monthly price covers all network, server and PC support.
- **Monthly 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.

Standard Features	Description
Free AntiVirus and Monitoring	We provide AntiVirus protection for each covered desktop, laptop and server.
Unlimited Remote and OnSite Support	Unlimited maintenance, response and emergency support of your entire network and user base
Unlimited User Helpdesk	Unlimited helpdesk services for PC users, included in your monthly fee
Priority Client Response	As a preferred client, you are awarded priority response levels to support issues
Complete Server Management	Complete server monitoring and management which includes onsite support in the event of a hardware failure
Absolute Security	A secured and managed network perimeter including firewall and router monitoring
Outsourced CIO	Business impact reporting, IT optimization, regular client briefing and analysis
Disaster Recovery Plan	We work with you to develop, implement, test and maintain a written disaster recovery plan
Backup Complete	A fully managed backup plan to ensure that your critical data is available when needed
Vendor Relationship Management	We interface directly with software and service vendors on your behalf on all support issues
Virtualization Management	We provide virtualization planning, configuration and maintenance
PC Complete	Unlimited preventative maintenance, response and troubleshooting of your PCs

TEKABYTE

www.tekabyte.com

info@tekabyte.com

434-836-3455