

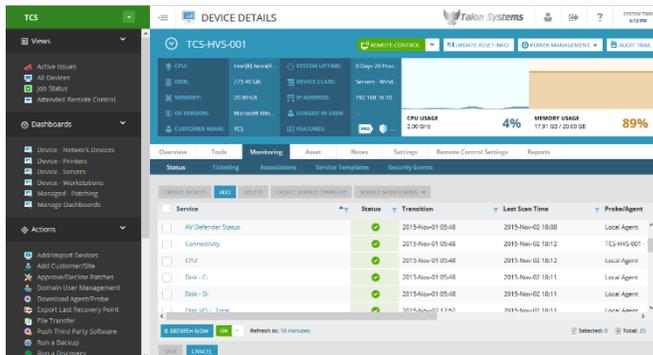


Talon Systems



More Reliable Networks are our Business

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



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IT is usually considered to be a cost center, we show IT as a business enabler...

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 applications 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?

Stuck in a break-fix nightmare? Many service providers just address the symptoms of downtime, and not the root cause!

Lack of urgency? Are incidents that occur off-hours often left until the next business day regardless of the business impact?

Program Advantages:

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.

Fast remote support and troubleshooting: Remotely diagnosing and remediating network, server and desktop issues to help your employees resume their business activities as quickly as possible.

Avoided incidents: Using advanced troubleshooting and rapid analysis, we resolve network issues on detection, before they have the opportunity to grow into failures or disruptions.

Program Features:

24x7 Performance Monitoring ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.



Server Configuration Management provides the utmost in security and productivity by designing, deploying and enforcing standardized server configurations.

Network Health Assessment determines the overall stability of your network.

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.

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.

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	
Standard Features	Description
Complete Server Monitoring	Monitoring of the health and performance of your servers and shared applications
Networking Basics	Monitoring the vital statistics of your routers, switches and VPN equipment
PC Care & Maintenance	Ongoing preventative maintenance of your PCs to make them reliable and secure
Backup Essential	Monitoring the success of your onsite backup solution
Remote Response	Technicians work remotely on your network to resolve issues
Standard Reporting	Network health reporting and quarterly reviews with our experts
Optional Features	
Optional Features	Description
Onsite Response	Technicians are dispatched to your office when IT support issues arise
Backup Foundation	A managed backup and recovery plan to ensure your data is properly protected
Premium User Support	Helpdesk services for PC users, with incident-based billing
Outsourced CIO	Business impact reporting, IT optimization, regular client briefing and analysis
Projects and Integration	New rollouts, VoIP, integration, software upgrades, hardware installs – we do it all



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Complete Network Management