

# Basic Service Offering Overview

*Our equipment and services offering has been carefully designed to offer a unique, full service approach to the installation and ongoing maintenance of mission critical systems. We believe our method insures that all your individual components work well together, and are maintained and supported at a consistent high level. We understand how vital it is that you can have complete confidence in the equipment you have, as well as in the organization that is maintaining it for you.*

## Equipment and Components

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- **SQL Servers** - Required for many new Software Applications as the backend Data repository
- **Terminal Servers** - Allows users to get a full Windows desktop while using inexpensive "Thin Clients"
- **Domain Controller Servers** - The primary Security and User Management server for the network
- **Print Management Servers** - Some applications make use of Print Servers to off-load printing functions
- **Web Servers** - Many applications require an internal Web Server that is accessible from the public
- **Unix Servers** - Many legacy applications are still based on servers running some form of Unix
- **Firewalls** - The main protection point for your Internet connection. Also creates secure connections to remote of home based users.
- **Routers** - May be required to terminate various types of high speed communications circuits
- **Managed Network Switches** - Network connectivity points with management capabilities to help trouble-shoot problems on the network
- **Wireless Networks** - Allows for use of wireless devices inside your building to take Wi-Fi enabled terminal devices out into the store or yard
- **Racks & Enclosures** - Useful in new installations, upgrades or retro-fits, both floor standing and wall mount enclosures to provide secure, uncluttered equipment installations
- **Battery Backup Systems** - We install appropriately sized UPS systems to insure that your mission critical equipment has the proper battery backup to cope with short term power outages and fluctuations

## Services

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- **Pro-Active Remote Monitoring** - Powerful software constantly watches the state of your network and equipment to alert us to problems as soon as they start to develop
- **On-Site Hardware Support** - Technicians to come on-site to replace a dead piece of equipment
- **Remote Server Management** - Technicians can remotely manage Servers just as if they were sitting at the console
- **Remote Desktop Support** - Our Remote Control Sessions allow us to take a Desktop over and help an end user with a configuration issue or other problem
- **Managed Desktop Anti-Virus Protection** - A/V protection that we can monitor and maintain from a central administration console at our location
- **Managed Desktop Off-Site Backup** - Scheduled off-site backups of the sometimes overlooked important data that sits on the personal computers within the business
- **Hosted Email Accounts** - Full function hosted email, with available Internet Browser access and very powerful Anti-Spam filtering
- **Hosted Websites** - Full featured hosted Websites, including a full suite of powerful applications

