



Program Features:

- Asset Lifecycle Management** provides ongoing upgrades, replacement and disposal of all hardware and software by tracking your IT assets through their entire lifespan.
- Application Management and Updating** ensures your business applications are working with all of the latest functionality, features and fixes. Optimization means they are more productive for you.
- Vendor Relationship Management** enables you to offload vendor issues to us. Under this service, we communicate directly with software vendors on your behalf on all support issues.
- Hardware-as-a-Service** involves the supply and management of your servers, PCs and other IT equipment – all for a fixed monthly price. We even replace them for free at end-of-life.
- Unlimited Maintenance and Emergency Support** ensures the utmost in network stability and reliability. Your single monthly price covers all network, server and PC support.
- 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.

Standard Features	Description
Outsourced CIO	Business impact reporting, IT optimization, regular client briefing and analysis
24x7 Response	Technicians are available around the clock to resolve your IT support issues
All IT Hardware Included	All hardware included in your monthly fee: Servers, PCs, network assets, software
Unlimited User Helpdesk	Unlimited helpdesk services for PC users, included in your monthly fee
Unlimited Network Support	Unlimited maintenance, response and emergency support of your entire network
PC Complete	Unlimited preventative maintenance, response and troubleshooting of your PCs
Complete Monitoring	In-depth health performance monitoring of all elements of your business' IT assets
Absolute Security	Encryption, digital rights, intrusion prevention and a hardened environment
Total Backup	Guaranteed continuity of your critical business services and data
Email & Messaging Services	Management of your email, spam filtering and mobile messaging services
Data Recovery	Recovery services to retrieve vital, lost information after a failure or crash
Vendor Relationship Management	We interface directly with software vendors on your behalf on all support issues



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