Managed Information Technology Services

> Proactive   > Consistent   > Affordable

TECHNOLOGY SPECIALISTS LLC
WHEN YOUR REACH EXCEEDS YOUR GRASP

www.technology-specialists.net

It's Like Having Your Own IT Department Tent

System downtime, viruses, spyware, loss of productivity…. Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.

Proactive, Flexible, Affordable, Managed

At Technology Specialists we understand this. We also know that businesses are constantly faced with the task of managing the demands of business growth, while dealing with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you expect from your computer systems.

IT Manager Pro from **Technology Specialists** consists of various service level offerings that provide affordable, proactive IT management and support. Utilizing our unique framework for providing managed IT services, **Technology Specialists** provides a range of preventative services designed to optimize your technology investment and maximize the productivity of your people and your business.

DID YOU KNOW?
20 million person days per year are lost due to technology failures.

This is a cost that few businesses can afford. Any business supported by technology needs to consider both direct and indirect costs.

It's not just about monitoring, that simply lets you know when something is wrong. And it's not only about remote access to your systems to troubleshoot issues.

It's about a proactive, preventative approach to IT systems management.

This is possible through the use of a series of "Best Practices" that we have developed over years of collective experience.

Best Practices for tasks such as:

- Virus Protection
- Spyware Protection and Removal
- Security Patch Management
- Backup and Disaster Recovery
- Disk Drive Analysis
- Application Usage
- System Auditing
- User Policy Enforcement

These best practices are embodied in an automated state-of-the-art infrastructure that gives you immediate response time, access to resources and proactive solutions.

Our technology expertise becomes your competitive advantage.

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Proactive IT Management

How IT Manager Pro works for you

By maximizing the benefits of technology; daily, weekly and monthly IT tasks can be automated and scheduled to ensure they are all completed and reported consistently and 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.

Consistency creates reliability which results in predictable costs. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Consistency is the cornerstone of **Technology Specialists.**

IT Manager Pro Features

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

We keep you informed by providing regular communication and easy-to-read, executive reports covering 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.

IT Manager Pro 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 requirements, we can provide the best solutions for your current and future needs.

Technology Specialists LLC provides you with a single source of professional expertise and the resources you need to streamline system management and support functions at an affordable price. Technology Specialists LLC 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. We will help you turn your data network into an effective, efficient component of your growing business.

TECHNOLOGY SPECIALISTS LLC
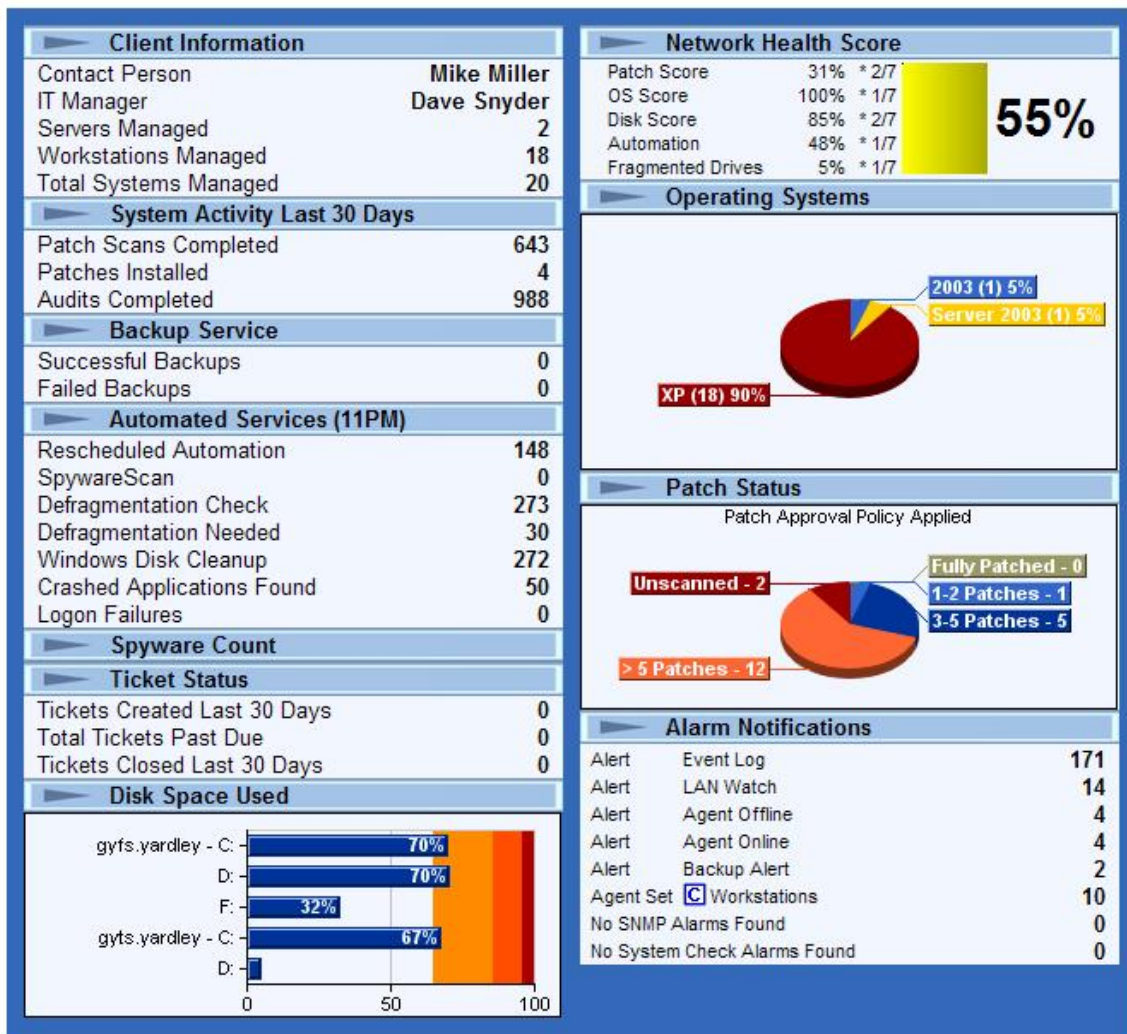*WHEN YOUR REACH EXCEEDS YOUR GRASP*

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Executive Summary Reports

Company Name

Executive Summary Report:
Created: **9:23:28 am 3-Nov-06**
For **all machines** in the group
For data collected in the last **30 days**

Client Information

Contact Person	**Mike Miller**
IT Manager	**Dave Snyder**
Servers Managed	2
Workstations Managed	18
Total Systems Managed	20

System Activity Last 30 Days

Patch Scans Completed	643
Patches Installed	4
Audits Completed	988

Backup Service

Successful Backups	0
Failed Backups	0

Automated Services (11PM)

Rescheduled Automation	148
SpywareScan	0
Defragmentation Check	273
Defragmentation Needed	30
Windows Disk Cleanup	272
Crashed Applications Found	50
Logon Failures	0

Spyware Count

Ticket Status

Tickets Created Last 30 Days	0
Total Tickets Past Due	0
Tickets Closed Last 30 Days	0

Disk Space Used

gyfs.yardley - C:	70%
D:	70%
F:	32%
gyts.yardley - C:	67%
D:	

Network Health Score

Patch Score	31% * 2/7
OS Score	100% * 1/7
Disk Score	85% * 2/7
Automation	48% * 1/7
Fragmented Drives	5% * 1/7

55%

Operating Systems

- 2003 (1) 5%
- Server 2003 (1) 5%
- XP (18) 90%

Patch Status

Patch Approval Policy Applied

- Unscanned - 2
- Fully Patched - 0
- 1-2 Patches - 1
- 3-5 Patches - 5
- > 5 Patches - 12

Alarm Notifications

Alert	Event Log	171
Alert	LAN Watch	14
Alert	Agent Offline	4
Alert	Agent Online	4
Alert	Backup Alert	2
Agent Set C Workstations		10
No SNMP Alarms Found		0
No System Check Alarms Found		0

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A proactive, preventative approach to IT management

Let Technology Specialists LLC help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

IT Manager Pro - OPTIONS

COMPREHENSIVE SERVER MANAGEMENT

Our comprehensive server management keeps your servers running, available and secure.

Server Service Level Program

- Security Patch Management
  SQL Server, Exchange, IIS, OS
- Virus Definition Management
- Backup Management
- Firmware Management
- Service Monitoring and Notification
- Event Log Monitoring
- Disaster Recovery Coverage

MULTIPLE SERVICE LEVELS FOR WORKSTATION MANAGEMENT

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.

Level 1 Service Program

Provides the basic services to keep the workstation secure and notify us of any imminent problems

- Security Patch Management
- System Log Monitoring
- Virus Protection Management
- Daily System Audits
- End-User Support Portal
- Monthly Management Report

Level 2 Service Program

Provides more advanced security measures for dealing with malicious threats, establishing baseline policies, asset tracking, software rollout and upgrades, and overall health of the workstation

- Security Patch Management
- System Log Monitoring
- Virus Protection Management
- Daily System Audits
- End-User Support Portal
- Monthly Management Reports
- Application Deployment
- Application Addition & Change Notification
- Hardware Change Notification
- Security Log Monitoring
- Application Log Monitoring
- Spyware Removal and Management
- Bandwidth Usage Tracking
- Asset Management
- Report Generation
- Remote Management

Level 3 Service Program

The ultimate protection to keep critical workstations and users operational

- Security Patch Management
- System Log Monitoring
- Virus Protection Management
- Daily System Audits
- End-User Support Portal
- Monthly Management Reports
- Application Deployment
- Application Addition & Change Notification
- Hardware Change Notification
- Security Log Monitoring
- Application Log Monitoring
- Spyware Removal and Management
- Bandwidth Usage Tracking
- Asset Management
- Report Generation
- Remote Management
- End-User Remote Control
- Desktop Policy Enforcement
- Backup and Disaster Recovery

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