

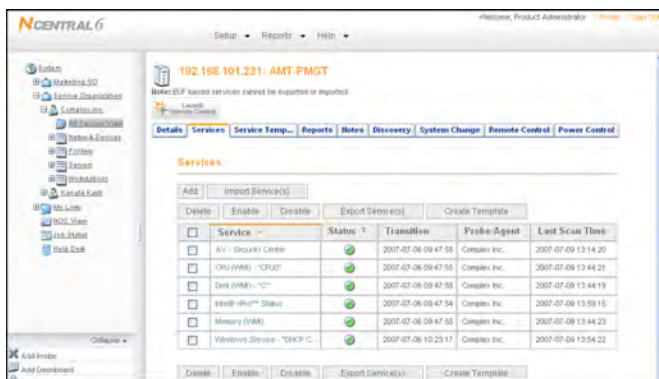
# FIRSTTECH

## Network Services Group



## Focus on Your Business - Not Your Technology

**An IT partner not provider.** We have been working hard to enhance your customer service experience and to improve upon the manner in which your network helps you conduct business. Technology is the number one budget item after human resources, yet it is the least understood. Allow us to use our expertise to help you reduce your maintenance costs and increase the service quality and reliability of your IT infrastructure.



*"Firsttech started out in my eyes as a vendor however 3 months into our relationship I no longer looked at them as a vendor but as a valuable partner we couldn't move forward in our business without."*

One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With our proactive managed services solution, we can prevent many network failures from ever happening. By combining regular preventative maintenance and comprehensive real-time monitoring of your critical network and desktop devices, we ensure the reliability and stability of your IT assets.

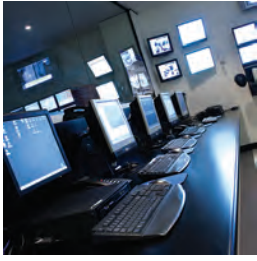
This solution is so effective, our customers see almost immediate results. A regularly maintained network means fewer failures, yielding higher productivity and savings on support costs for you. At the same time, your exposure to security risks is dramatically lessened, and frustration from unstable IT resources almost vanishes. We allow our customers to focus on their core business functions by taking the worry out of owning a computer network.

### Do these issues plague your business?

- **Downtime impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?
- **Network neglected?** Is yours perceived as a "necessary evil" and not as integral to improving business performance?
- **Management struggles?** Need to find a more efficient way to manage your company's network?

### Program Advantages:

- **Lets you focus on your business:** We are your networking watchdog, enabling you to focus on your core business activities instead of managing a network or its problems.
- **Reduced business impact from IT failures:** Combining preventative maintenance and remote monitoring means we minimize failures that could impact your business. Your network behaves in a stable and reliable manner.
- **Unparalleled transparency and accountability:** Regularly scheduled IT consulting sessions provide a level of guidance, transparency and accountability that you cannot get from other IT service providers.



## Program Features:

- 24x7 Performance Monitoring** ensures critical network devices we are monitoring are healthy and functioning reliably and optimally.
- Preventative Maintenance** ensures that your server and other vital network devices function optimally. This improves reliability and security.
- Comprehensive Reporting** provides information on a wide variety of areas. Whether it's for troubleshooting or long-term planning, on-demand or scheduled, we have the reports you need.
- Semi-Annual Strategy and Planning Meetings** allow us to help you build and manage a long-term technology plan to support your business. This enables you to make the best business decisions possible.
- Anti-virus Management** ensures the proper operation and updating of your anti-virus software. We make sure your anti-virus software is doing its job and respond to alerts.
- Remote Network Support** is delivered remotely from our support center to diagnose and resolve network or server issues rapidly. We keep your key IT resources up and running.

Standard Features	Description
Essential Monitoring	Monitoring the essential elements of your business' IT assets
Remote Response	Technicians work remotely on your network to resolve issues
Onsite Response	Technicians are dispatched to your office when IT support issues arise
IT Consulting	Network health reports, regular IT strategy meetings and procurement assistance
Standard Reporting	Network health reporting and quarterly reviews with our experts
Priority Client Response	As a preferred client, you are awarded priority response levels to support issues
Network Maintenance	Preventative maintenance plan with allowance for client support requests
Vendor Relationship Management	We interface directly with software vendors on your behalf on all support issues
Networking Control	Monitoring and continuing maintenance of your LAN, WAN, domain and VPN
Backup Essential	Monitoring the success of your onsite backup solution
Security Necessities	A secured network perimeter, policies and managed virus protection
IT Procurement Assistance	Our IT consultants work with you to help you make optimal technology choices



www.firstech.net

jefft@firstech.net

262.746.9300