



“Managing and troubleshooting desktops, laptops, networks, servers and security are rarely seen as a core competency of small and medium sized businesses. In today’s fast paced business environment your technical infrastructure is the foundation that everything is built on. Yet, most businesses lack the resources to adequately protect against...and respond too...events or threats that can bring business operations to a standstill.”

TotalCare IT is a world class, full service IT Department for small to medium businesses. Our fixed fee TotalCare IT Services allow you to focus on your business...not your technology. We will transform your relationship to technology...from reactive overhead to proactive business advantage.

TotalCare IT Services Include

Server & Network Management	Desktop Support	Security Management
<ul style="list-style-type: none"> ✓ Windows 2000/2003 Server support and proactive maintenance. ✓ Troubleshooting any alert that arises while monitoring systems. ✓ Weekly check for viruses and event logs to identify problems and troubleshoot. ✓ Check and patch all security holes and verify data backups. ✓ Management of all Hubs, Switches and other network devices. 	<ul style="list-style-type: none"> ✓ Unlimited Use Help Desk between 6:00 AM – 8:00 PM. ✓ Regularly deploy patches and updated virus definitions. ✓ Perform desktop tunings like Defrag, Scandisk, Paging file optimizations, bottlenecks etc. ✓ Deploy white-listed updates to software and service packs. ✓ Support all off the shelf products and third-party applications.* 	<ul style="list-style-type: none"> ✓ Proactive firewall maintenance and troubleshooting when problems arise. ✓ Maintain logs of intrusion attempts from outside influences. ✓ Continuous filtering for bugs, spyware, malware and other threats. ✓ Proactive monitoring of e-mails for spam and viruses before they can affect the system.



TotalCare IT Service Summary

- Virtual CIO/CTO
- Unlimited Use Help Desk
- 24/7 Proactive Monitoring & Maintenance
- Complete Technical Vendor Management
- On-Site Support at No Additional Cost
- Server Disaster Recovery at No Additional Cost
- Unlimited Purchasing Assistance
- Access to Proven Technical Solutions
- Monthly Client Meetings
- Published Service Level Agreements & Escalation Matrix
- On-Demand Client Reporting
- Dedicated Support Portal
- Rapid Response & Resolution
- Performance Monitoring
- Network Management
- Software Deployments
- Asset Tracking & Management
- 24/7 Network Operations Center

TotalCare IT is pleased to announce the launch of our **TotalCare IT Services**. Finally a set of comprehensive IT management services at a predictable and affordable monthly cost.

Our **TotalCare IT Services** provide SMB's world class IT management services and a sophisticated set of IT management tools, previously only available to Fortune 1000 companies.

You will get all of this without huge up-front investment or committing to long term contracts. Furthermore, startup time is minimal.

Our technology allows us to proactively fix issues before they turn into problems and instantaneously attend to a problem to prevent disasters. Reduce costs, increase profits and experience a higher level of service with our **TotalCare IT Services**.

What We Offer

Broadly speaking, we manage everything related to your desktops, networks and servers. TotalCare IT also does specialized SQL database monitoring, e-mail protection and management, network management, server maintenance, desktop support, performance monitoring, patching, anti-virus updates, software deployments and much more. We have a team of certified engineers and technicians delivering rapid response and resolution from our Network Operations Center 24/7.

Did you know?		
SMB's report an average of over 50 hours of lost productivity a year per employee caused by IT issues and downtime.	93% of IT problems can be proactively addressed via remote administration before they turn into performance problems, downtime, loss of data or security breaches.	Current IT support providers profit when you face more IT problems rather than less.



Scope of Services

All of the software listed below is included but not limited to the following. All third party and "Line of Business" apps will be handled on a best effort basis.

Desktop Publishing

Adobe Acrobat and Reader for PC
Adobe Photoshop for PC

Office Suites

Microsoft Office 95/97/2000/XP/2003

Email

Microsoft Outlook 2000/XP/2003
Microsoft Outlook Express

Word Processing

Microsoft Word 95/97/2000/XP/2003

Domain

User account reset and creation Network Share Rights and creation

Desktop Operating Systems

Microsoft Windows XP
Microsoft Windows 2000
Microsoft Windows NT

Graphics

Microsoft FrontPage
Microsoft Powerpoint 2000/XP/2003
Microsoft Visio

Browsers

Internet Explorer 5.0 and above

Anti-Virus

McAfee Anti-Virus
Norton Anti-Virus

Database

Microsoft Access 2000/XP/2003

SQL Backup and Restore

PC and Network

Network connectivity
General PC hardware diagnosis
Printers, drivers, and queues Database Connectivity
ODBC Connections

Wireless

Wireless 802.11 Connectivity
PDA's - Palm OS and Windows OS
Blackberry
Microsoft Active Sync