

“ Managing and troubleshooting desktops, networks, servers and IT security is rarely seen as a core activity by Small-to-Medium Sized Businesses. Some of the questions which come to your mind may be along the likes of - "Does hiring a full-time IT support specialist make sense? Can I pay a predictable monthly price rather than being at the mercy of IT support charges paid by the hour? How can I reduce downtime, poor performance and IT security breaches without paying through the nose? ”

Relax!

You are not alone. >>

>> **Fact 1**

Small-to-Medium sized Businesses (SMB's) report an average of over 50 hours of lost productivity a year per employee caused by IT related problems.

>> **Fact 2**

93% of IT problems can be proactively addressed via remote administration before they turn into performance problems, downtime, loss of data, or security breaches.

>> **Fact 3**

Current IT support providers profit when you face more IT problems rather than less!!!

Play it smart with the Computer Expert's Business Care Plans, a set of comprehensive IT management services at a predictable and affordable monthly cost. Our Business Care Plans provide top-class IT services and a sophisticated set of IT management tools, currently available only to Fortune 1000 companies. You get all of this without huge up-front investment or surprise maintenance costs. Furthermore, start-up 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. Experience a higher level of service with the Computer Expert's Business Care Plans. Given the fact that we charge a predictable monthly cost, we profit when our customers have less problems rather than more!

Rely on us to keep your technology up & running!

Broadly speaking, we manage everything related to your desktops, networks and servers. Computer Experts 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 teams of certified engineers and technicians delivering high levels of IT support from our Network Operations Center (NOC) on a 24x7 basis.

What we offer:

Server & Network Management

- Windows NT/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 them.
- Check and patch-up all security holes and verify data backup.
- Management of all Hubs, Switches and other network devices.

Desktop Support

- Regularly deploy patches and update virus definitions.
- Perform desktop tunings like Defrag, Scandisk, Paging file optimizations, bottlenecks etc.
- Deploy updates to software and service packs.
- Support all off the shelf products and third-party applications.
- Extend end-user technical support.

Security Management

- Proactive firewall maintenance and troubleshooting when problem arises.
- 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.

Customer Benefits:

Computer Experts believes in preemptive monitoring and effective maintenance for all IT systems it supports. We work towards making your systems work optimally all the time, rather than only sometimes! This sets you free from the worries of costs and technology related downtime, - allowing you to refocus on your core business. Therefore, you get affordable and consistent support services delivered to your business for a fixed monthly cost!

"Our average time to resolve a problem from start to finish is 15 minutes..."

Preventive approach and Quick Response

- Reduce IT downtime and security issues by over 70% via proactive management.
- Cut the attend time to a problem to less than 5 minutes via our remote management technology.

Access to top notch expertise

- Your IT infrastructure is supported by a team of highly specialized and experienced engineers working from our Network Operations Center (NOC). You are relieved from being at the mercy of a technology "generalist".

"We have been able to resolve 93% of IT issues remotely and proactively..."

"On average, we have delivered savings of more than 35% to our customers in terms of IT support costs..."

Access to superior IT Management technology

- It uses a thoroughly tested and evaluated technology product, a high-end IT management platform being used by companies such as Sony, LG and Carnegie Mellon.
- Our technology is an integrated set of tools to proactively monitor, manage and protect your network and computing technologies.

Lower and Predictable IT costs

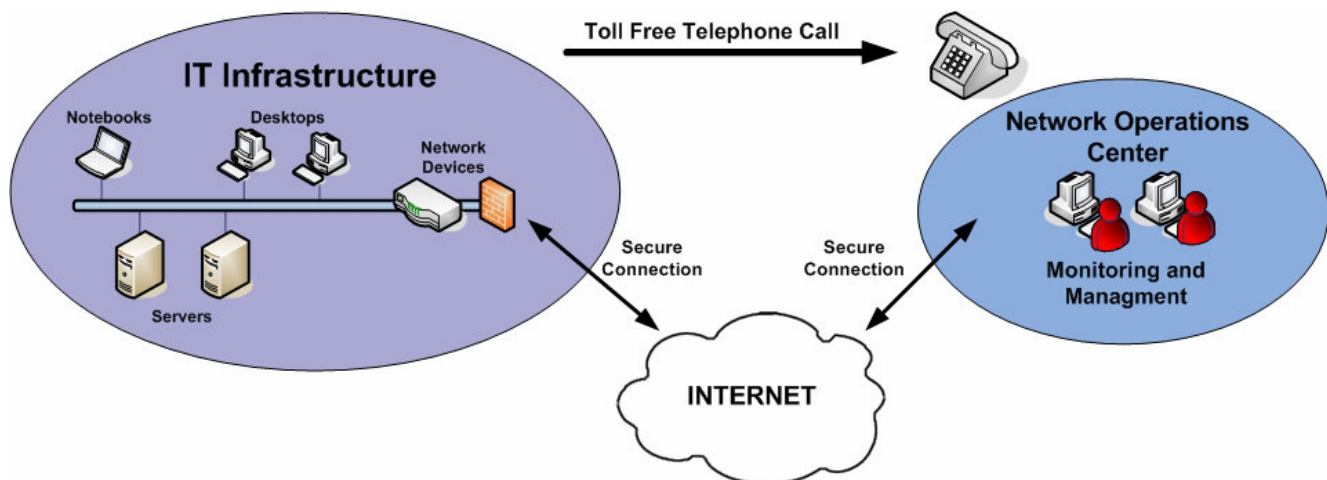
- A predictable monthly cost that can be budgeted with no surprises.
- Eliminates the need to build in-house expertise on IT infrastructure and security technology.
- Provides economies of scale that let small and medium businesses get world class IT management and support at an affordable cost.

"Our world class technology management tool is being used by companies such as Sony, LG and CMU..."

Some of the benefits from our comprehensive Business Care Plans are:

How it works

- When Computer Experts initially engages with your company, the first step we take is assess the entire network, perform improvements, and create effective network usage policies. We take all necessary steps to create standardization for its ease of use and effective administration. We want to make the network and everyday computing environment easy to use and holistically manage.
- We then install each machine with our remote monitoring software called a Management Node. A Management Node constantly performs checks on the Servers, Network, Firewalls and Desktops and alerts the engineers at our Northern California Network Operations Center (NOC), who in turn take appropriate steps to prevent the potential issue from becoming a real problem.
- Using this monitoring technology, the engineers at Computer Experts perform preventive maintenance tasks such as deploying anti-virus updates, patches, removal of spyware, "cleaning" of machines, tuning of servers, updating firewall rules and much more to keep the client's network running optimally.
- When an end user encounters a problem, he or she calls a toll-free number and an engineer at the Computer Expert's Northern California Network Operations Center (NOC) promptly responds. The engineer assists the user or as necessary, with permission of the user, the engineer takes remote control of the machine and resolves the problem directly. In our experiences, we have been able to resolve close to 93% of all user issues remotely.



- Should the issue be such that it cannot be resolved remotely (as is the case with failure of hardware), Computer Experts dispatches a service technician to your site to remedy the problem in person.
- Data collected by the Management Nodes is analyzed and converted into meaningful reports which are available online and in print form for you to analyze. Computer Experts reviews the reports with you to effectively identify incorrect usage or potential security problems so you may make necessary improvements to your company's network and computing environments.



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