



Helping Your Business into the Future



Future Link's "Manage IT" Program allows businesses of all sizes to have the benefits of a dedicated IT staff with out the cost. The unlimited help desk and remote support will keep your employees in task for one monthly cost.

Total network peace of mind. Your time is precious. You have more important issues to deal with than your computer network. It is, however, a critical enabler to your business and in need of attention to ensure it's running predictably, optimally and securely. Our fully managed program is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.



Total IT support and management for a fixed monthly price – it's that simple. We provide all of the benefits of an internal MIS department for a fraction of the price of staffing one yourself. We reduce the business impact of IT failures by minimizing their occurrence, and any unforeseen issues are dealt with as a top priority. All aspects of your network are covered: security, data protection applications and hardware.

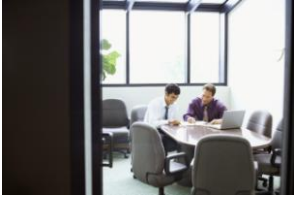
When you outsource the management of your important IT resources to us, we look upon this as a partnership. Our comprehensive and professional approach means we are your IT department. By optimizing your network's performance, it will work at the peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your network. Security, networking, data protection and user support - we handle it all for a single, predictable price.

Do these issues plague your business?

- **Management struggles?** Need to find a more efficient way to manage your company's network?
- **Slow service?** Is your current service provider slow to react to your problems, costing you more in lost time and productivity?
- **Stuck in a break-fix nightmare?** Many service providers just address the symptoms of downtime, and not the root cause!

Program Advantages:

- **Unlimited helpdesk support:** Helpdesk support when your employees need it the most, and as much as they need. We deal with any desktop performance issues or "how to" questions your staff may have.
- **A single monthly price for superior network care:** No more guessing what IT support will cost. Receive guaranteed predictability of your IT support costs and avoid high emergency fees. One monthly fee covers all support.
- **A true IT partnership:** Our goal is to be your outsourced IT Department. Be confident that a team of experienced, highly skilled IT professionals will manage and maintain your network.



- **PC Configuration Management** provides the utmost in security, user productivity and supportability. We design, deploy and enforce standardized PC configurations.
- **Dedicated Account Manager** serves as a single point of contact to answer any questions you may have about your account or our solutions. This saves time and guesswork for you.
- **Firewall Management** continually manages the operation and effectiveness of your corporate firewall. A complex system that needs thorough attention to keep your business secure.
- **Anti-virus Management** ensures the proper operation and updating of your anti-virus software on all PCs. We make sure your anti-virus software is doing its job and responds to alerts.
- **Management of Your Backup Solution** protects you from data damage or loss. We monitor, manage and test your custom data backup plan, as well as re-evaluate the plan to verify it is optimized.
- **Pre-Deployment Testing of New or Updated Software** ensures there are no unforeseen effects. Before deploying any new, updated or changed software in your environment we will thoroughly test it in our lab.

Standard Features	Description
Networking essentials	Managing routers, switches and VPN's to insure optimum performance and the highest quality of service
Complete Server Management	Monthly Server Maintenance and Line of Business Application tracking and maintenance
PC Management	Standardized Desktop Configuration insures that all desktops have the same configuration and security policies
Backup Management	Monitoring and management of onsite or internet backup solution includes periodic testing and offsite storage of USB drives
Security Management	Design, implement and enforcement of all firewall security policies and configuration changes as required
License Compliance	Verifying the software you own is what is really being used by your employees
Advanced Reporting	Advanced reporting will allow you to track your assets as well as have an in depth understanding of your network health
IT Procurement Assistance	Our IT consultants work with you to help you make optimal technology choices
Managed Printers	Troubleshooting, monitoring, maintenance and repair of your business' printers
Network Response	Unlimited Help Desk and Remote support during business hours.

Future Link



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