CentralizedIT Options

ATG provides a single source of professional expertise and resources needed to centralize systems management and support functions at a competitve cost. We use advanced processes, tools and methodologies to deliver superior, customized services. The service levels described here range from routine system maintenance and management to complete IT outsourcing.

We invite you to leverage the power of our integrated framework to meet your business needs - now and into the future.

True Advocacy Computer Consulting, Implementation Services, and Support

COMPREHENSIVE SERVER MANAGEMENT

CentralizedIT includes these essentials, in order to ensure your servers remaiin running, available, stable, and secure:

Server Service Level Program

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

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 Reports

MULTIPLE SERVICE LEVELS FOR WORKSTATION MANAGEMENT

CentralizedIT's three levels of 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 2 Service Program

Provides more advanced security measures for dealing with malicious threats, establishes baseline policies, asset tracking and changes, 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 and Change Notification
- Hardware Change Notification
- Security Log Monitoring
- Application Log Monitoring
- Security Log Monitoring
- Spyware Removal and Management
- Bandwidth Usage Tracking
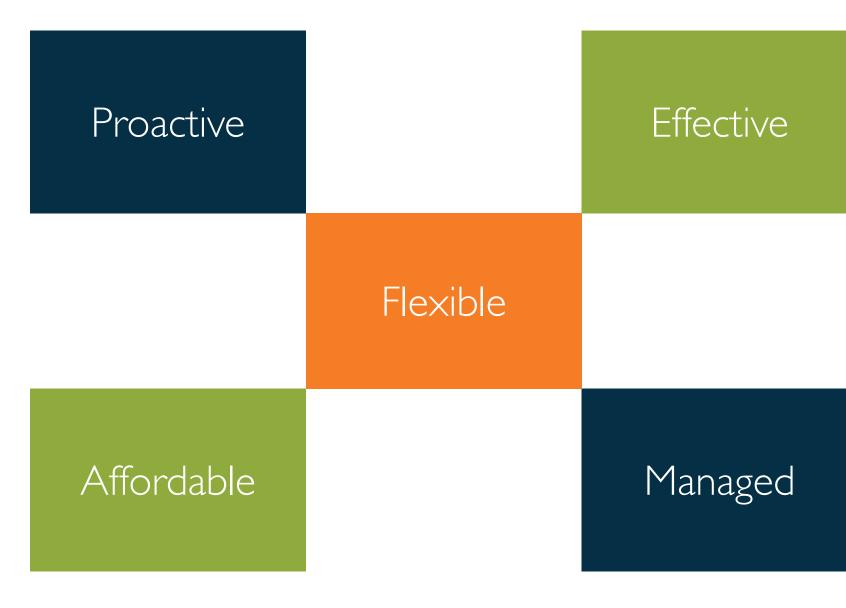- Asset Management
- Report Generation
- Remote Management

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 and Change Notification
- Hardware Change Notification
- Spyware Removal and Management
- Bandwidth Usage Tracking
- Asset Management
- Report Generation
- Remote Management
- End User Remote Control
- Desktop Policy Enforcement
- Backup and Disaster Recovery
- Security Log Monitoring
- Application Log Monitoring

Proactive

Effective

Flexible

Affordable

Managed

Agent Technology

Antivirus

Antimalware

Audit and Inventory

Backup

Desktop Policy Management

Desktop Migration

Endpoint Security

Info Center

IT Service Delivery Kit

Monitoring

Network Discovery & Monitoring

Patch Management

Remote Access

Service Desk

Ticketing

Training

CentralizedIT is about a proactive preventative approach to keeping your systems running optimally and reliably available.

ATG understands that you rely upon your computer system as a whole to run your business effectively and consistently.

By implementing this proactive managed services program, ATG will help your business avoid unnecessary downtime, viruses, spyware, and losses of productivity. In addition, IT management becomes much easier.

ATG knows that businesses are constantly challenged by the task of managing the demands of growing their business while coping with ongoing technology challenges. Our focus is to keep your systems operational and available so that you can focus your efforts on your business, managing costs and increasing revenues. We want to help you realize the productivity gains and appropriate return on investment from your computer systems.

CentralizedIT consists of various service level offerings which provide affordable proactive IT management and support to growing businesses. Utilizing our unique framework for providing managed IT, we provide a range of proactive services to keep your computer systems systems up and running and your people and business productive. which includes, of course, monitoring so that we know something is wrong, and remote access to your systems in order to troubleshoot.

In addition, CentralizedIT services utilize a series of "Best Practices" we have developed over our years of technical experience, including:

- ‣ Spyware Protection and Removal
- ‣ Virus Protection
- ‣ Disk Drive Analysis
- ‣ Security Patch Management
- ‣ Application Usage
- ‣ System Auditing
- ‣ Backup and Disaster Recovery
- ‣ User Policy Enforcement
- ‣ Addition automation ensures your systems are kept running and your people are productive

Daily, weekly and monthly IT tasks can be automated, scheduled, and reviewed to ensure all tasks are completed and reported consistently 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 adverse impact on your business.

Proactive managed services eliminate the scenario of calling and waiting for the "computer guy." Potential issues and problems are prevented. Systems and people remain productive and working. In the case where problems do occur, response times can often be within minutes.

We provide CentralizedIT on a cost plus actual time worked basis.

Whatever the cost is per device (server, workstation, etc.), in order to manage each, that is your cost plus the time we actually spend working on your systems. This way, our clients are ensured of value for value.

Each program, as described on the next page, is based upon the following:

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

To keep you informed, we will provide regular communication and executive reports describing 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.

CentralizedIT Benefits
- ‣ Reliability
- ‣ Security
- ‣ Consistency
- ‣ Productivity Gains
- ‣ Cost Management and Control
- ‣ Performance
- ‣ Managed Expansion and Growth

Our goal is to serve as your technology partner, focusing on providing solutions. With our ongoing consultative approach to manage your technology, we will advise on the best solutions for your current and future needs.

20 million person-days per year are lost due to technology failures — a cost that few businesses can afford. Any business supported by technology should look at both direct and indirect costs.

ADVOCATE
TECHNOLOGY GROUP