



The foundation for any strong network

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.

Job ID	Customer	Job Name	Job Type	Status	Scheduled Date	Last Completed
1000000001	Customer A	Full System Backup	Full Backup	Completed	2011 Jun 28 10:00:00	2011 Jun 28 10:00:00
1000000002	Customer A	Full System Backup	Full Backup	Pending	2011 Jun 29 10:00:00	
1000000003	Customer B	Full System Backup	Full Backup	Completed	2011 Jun 27 10:00:00	2011 Jun 27 10:00:00
1000000004	Customer B	Full System Backup	Full Backup	Pending	2011 Jun 28 10:00:00	
1000000005	Customer C	Full System Backup	Full Backup	Completed	2011 Jun 26 10:00:00	2011 Jun 26 10:00:00
1000000006	Customer C	Full System Backup	Full Backup	Pending	2011 Jun 27 10:00:00	
1000000007	Customer D	Full System Backup	Full Backup	Completed	2011 Jun 25 10:00:00	2011 Jun 25 10:00:00
1000000008	Customer D	Full System Backup	Full Backup	Pending	2011 Jun 26 10:00:00	

"You truly do give a business owner peace of mind; We're glad you're here. - AM Suds Ltd.

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?

- **Distracted employees?** Do your staff rely on other non-IT employees to deal with distracting IT problems?
- **No technology plan?** Does your organization lack a strategy for how technology can best serve it into the future?
- **Downtime impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?

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 network downtime through proactive maintenance:** Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.
- **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 business hours support.



Program Features:

- Unlimited Business Hours Helpdesk Services** assist your employees with any technology problems or questions that they have, and remotely resolve PC performance issues they may be experiencing.
- Vendor Relationship Management** enables you to offload onerous vendor issues to us. Under this service, we communicate directly with software vendors on your behalf on all support issues.
- Network Monitoring** constantly tracks the performance of your network – bandwidth, errors and other key indicators. This means your users always experience a stable
- Priority Response** is given to you. Under this support solution, you are entitled to faster response benchmarks and your issues are escalated ahead of non-priority clients.
- Quarterly 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.
- Preventative Maintenance** ensures that your servers, PCs and other vital network devices function optimally. This improves reliability and security.

Standard Features	Description
Complete Server Monitoring	Monitoring of the health and performance of your servers and shared applications
24x7 Response	Technicians are available around the clock to resolve your IT support issues
Absolute Security	Encryption, intrusion prevention and a hardened environment
PC Care & Maintenance	Ongoing preventative maintenance of your PCs to make them reliable and secure
Remote Response	Technicians work remotely on your network to resolve issues
Complete Monitoring	In-depth health performance monitoring of all elements of your business' IT assets
IT Asset Lifecycle Management	Ongoing upgrades, replacement and disposal of all hardware and software
License Compliance	Verifying the software you own is what is really being used by your employees
Priority Client Response	As a preferred client, you are awarded priority response levels to support issues
Optional Features	Description
Disaster Recovery Planning	Evaluation, design, implementation and testing of a disaster recovery plan
HIPAA Network Security Planning	Development and implementation of a HIPAA network security policy for your medical practice



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