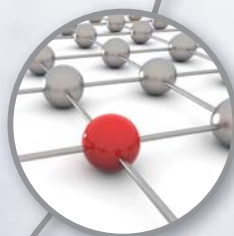




You Manage Your Business.
We Manage Your Network.



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Yes, It Can Be Done!



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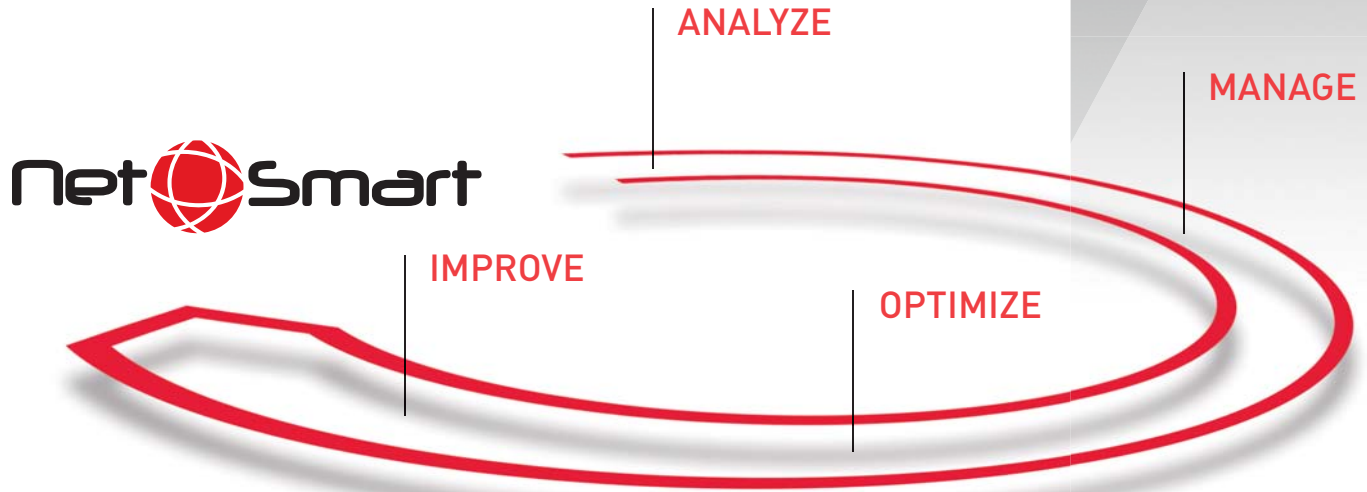
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NetSmart Managed IT Services Life Cycle

Information is one of your most valuable business assets. So, maintaining and improving the efficiency and effectiveness of your Information Technology infrastructure is vital to the health of your business. That's why you need an information technology partner who has a successful track record that you can trust. NetSmart from Applied Imaging provides you with access to a proven outside resource to assist with some, or all of the responsibilities associated with your Information Technology functions.





Why **NetSmart** from Applied Imaging?

A fully-functioning and innovative computer network is critical to keeping you operating at peak efficiency and to maintaining your long-term profitability. Your computer network covers everything from the servers, desktop/notebook computers, devices, switches, routers, firewall appliances and other components. **NetSmart** focuses on keeping those network components working the way they are supposed to work.

NetSmart IT engineers have the capability to repair or resolve most issues remotely, often before your employees experience a problem. As a result, your team will be unleashed to work within their core competencies without having to worry about downtime, allowing your company to be more productive.



Outsource Your IT Function

NetSmart — Yes, It Can Be Done!

Reliability, security and cost control are essential to maintaining business continuity and profitability, whether you have on-staff personnel or utilize an outside resource to support your IT function. The **NetSmart** team is a long-term, goal-oriented partner that will work with your staff to ensure a fully functioning network. **NetSmart** allows your business to focus on core competencies, while having access to multiple tiers of IT expertise.

- ✓ Continuous 24/7 monitoring of critical systems
- ✓ Custom levels of support tailored to fit your budget
- ✓ Access to a broad, specialized team of IT professionals
- ✓ End point security
- ✓ Consistent assessment and vulnerability management of software and hardware
- ✓ Increased uptime by assuring your systems operate at peak performance
- ✓ Ability to expand and contract with your business
- ✓ Prompt response available from local support technicians



Designed Around Mid-Market Clients

A Wide Range of Clients with a Few Requirements in Common

A typical client will have 10 – 1,000 employees and recognize that their technology investment plays a mission critical role in the success of their business. The network might include the following configuration:

- ✓ **Applications** – web, database, directory services, email, document management
- ✓ **Devices** – servers, desktop/notebook computers, routers, switches, firewall appliances, printers and digital copiers

NetSmart offers the following:

- ✓ Remote monitoring
- ✓ Help and support desk
- ✓ Incident management and remediation
- ✓ Virtual CIO
- ✓ Monthly reporting
- ✓ Quarterly reviews

How Do You Benefit?

Remote Monitoring and Management

Left unchecked, sooner or later your server(s), desktop/notebook computers or network devices will fail, leaving customers unserved, employees idle and your reputation damaged. **NetSmart** has developed sophisticated processes and invested in software and infrastructure for 24/7 proactive, remote monitoring. The mission of **NetSmart** is to identify potential problems and correct them before they disrupt your business or workflow.

Help Desk

The **NetSmart** Help Desk offers a central point for your team to get answers to the technical issues that may arise. Workstation failures, software upgrades, system troubleshooting and even server errors can waste valuable time and create unneeded frustration. With fast response times, let the **NetSmart** team of certified professionals troubleshoot your problems over the phone or by securely logging into your network in order to remediate the issue remotely.

On-Site Service

While most network issues can be resolved remotely, we understand that on-site service is important for our customers. With a Service Package, **NetSmart** provides a predetermined monthly number of hours to accommodate moves, new installations, and other mission critical activities that are best addressed by an on-site technician.





NetSmart Service Tiers

Choose From a Variety of Customized Packages

NetSmart proactively monitors, detects and resolves issues on your network. Baselines and thresholds can be set and monitored remotely, keeping your network healthy, minute to minute. To better match the particular requirement of your office, data system and IT budget, Applied Imaging offers three levels of **NetSmart** support.

NetSmart Essential

A complete package of basic network detection, protection and anomaly-resolutions that a majority of small businesses require to function optimally.

NetSmart Responsive

This mid-level package includes all of the benefits of **NetSmart Essential**. Plus, when network issues are detected, they are remediated remotely. If a problem cannot be remediated remotely, network technicians can come to your location for repairs¹.

NetSmart Comprehensive

A complete system of support that provides additional communication and input such as help desks, account administration and on-site technical assistance².

¹ Hourly rate applies

² Includes 4 hours of monthly on-site service



	Essential	Responsive	Comprehensive
Remote Desktop Monitoring	■	■	■
Remote Server and Networking Device Monitoring	■	■	■
Monthly Summary of Remediated Issues	■	■	■
Critical Patch Management		■	■
Remote Remediation of Monitored Issues		■	■
User Support (OS, Productivity Applications, Basic "How-to Questions")			■
Desktop Optimization			■
User Account Administration			■
Monthly Network Health Report			■
Line of Business Application Assistance			■
Remote Data Backup	Optional	Optional	Optional





Remote Data Backup

Efficient, Reliable Data Backup System

With the risks of hard drive failure, viruses, human error, fire, flood and theft, if you are not consistently backing-up your data, you are placing your business at risk. This risk can be eliminated with **Remote Data Backup** from **NetSmart**, which is an online data backup service that safely and inexpensively stores your critical data at a secure remote data vault. The backup process first encrypts your data for security, compresses it and then sends it via the Internet to a remote location, which is protected from fire, power failure and security risks. Once it is uploaded to the storage center, a duplicate copy is made and held at a redundant location.

- ✓ Comprehensive data loss prevention
- ✓ Speedy data restoration
- ✓ Scalability for expansion
- ✓ Multi-level data security
- ✓ 24/7 live customer support
- ✓ Easy to use with simple graphic user interface
- ✓ Fully automated process
- ✓ Secure online data transfer with encryption
- ✓ Plans for disaster recovery/business continuity

Saving Money – Simplifying Network Communications

Enjoy the Advantages of a Single Point of Accountability

By choosing Applied Imaging and **NetSmart** your business will enjoy the benefits of a single point of contact for your network, applications and devices. You will simplify network communications and make your network easier to manage. It also assures every person across your network receives a consistent, reliable experience. With the help of **NetSmart**, Applied Imaging will collaborate with your company's workers as often as needed and make your network and the connected devices operate more efficiently.

By choosing to have all of your office technology services from one source it results in a single point of contact and a single point of accountability. The benefits of this approach are peace-of-mind and lower costs.





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