

Managed Information Technology Service



> Proactive > Consistent > Affordable



<http://www.m-csi.com>

It's Like Having Your Own IT Department



System downtime, viruses, spyware, losses of productivity.... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.

Proactive, Flexible, Affordable, Managed

At **Montalbano Computer Services, Inc.** we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

ITCare from **Montalbano Computer Services** consists of various service level offerings that provide affordable proactive IT management and support. Utilizing our unique framework for providing managed IT services, **Montalbano Computer Services** provides a range of proactive services designed to optimize your technology investment and maximize the productivity of your people and business.

It's not just about monitoring, that just lets you know something is wrong.

And it's not just about remote access to your systems to troubleshoot issues.



It's about a proactive preventative approach to IT systems management

This is possible through the use of a series of "Best Practices" that we have developed over years of collective experience.

Best practices for tasks such as:

- Spyware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Backup and Disaster Recovery
- User Policy Enforcement

Best practices that are embodied in an automated state-of-the-art infrastructure that gives you immediate response time, access to resources and proactive solutions.

Our technology expertise becomes your competitive advantage.

DID YOU KNOW?

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 consider both direct & indirect costs.

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Businesses are often shorthanded when it comes to fully leveraging technology, and are often frustrated because their IT staff is spending too much time simply keeping their IT systems up and running. They would prefer to be using their resources to perform more strategic tasks which can have a greater impact on their business rather than simply reacting to problems.”

Jeff Kaplan, THINKstrategies, Automating and Optimizing Service Delivery Performance

Proactive IT Management

By maximizing the benefits of technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently and 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 impact on the business.

Consistency creates reliability which results in predictable costs. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Consistency is the cornerstone of **Managed Services**.

ITCare Features

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

We keep you informed by providing regular communication covering the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems are tracked, reported and retained for analytical, historical and audit purposes.

ITCare Benefits

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

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs

Montalbano Computer Services provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. **Montalbano Computer Services** uses advanced processes, tools and methodologies, to deliver superior services that match your needs. You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. We will help you turn your data networks into an effective, efficient component of your growing business.



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A proactive, preventative approach to IT management.

*Let **Montalbano Computer Services, Inc.** help you realize the productivity gains and ROI you have been expecting from your computer systems all along.*

Montalbano Computer Services, Inc. – ITCare - OPTIONS

COMPREHENSIVE IT MANAGEMENT

Our **TotalITCare** comprehensive IT management keeps your all of your IT infrastructure running, available, and secure. Our **TotalITCare** package provides 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
- Application Deployment
- Application Addition and Change Notification
- Hardware Change Notification
- Application and Security Log Monitoring
- Spy ware Removal and Management
- Bandwidth Usage Tracking
- Asset Management
- Remote Management
- Desktop Policy Enforcement
- Backup and Disaster Recovery
- Network Device, Router and Firewall Monitoring
- Network Performance Tuning & Management

OTHER SERVICE LEVELS FOR IT MANAGEMENT

Our **SecureITCare** 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.

SecureITServerCare Server Service Level Program

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

SecureITCare Basic for Servers & Workstations

Provides anti-virus and anti-spyware for your servers and workstations.

- Virus Protection Management
- Spy ware Removal and Management

SecureITCare Monitoring Program

Provides the basic services to keep the server and 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

SecureITCare E-mail Protection

Provides several options for E-mail, including encryption and spam filtering services.

- Postini spam solutions
- MailFrontier Anti-Spam/E-mail security
- E-mail encryption services

SecureITCare Business Continuity Solutions

Provides several options for ensuring the continuity of your business through local and offsite back-up services.

- Local server back-up solutions
- Local workstation back-up solutions
- Remote (off-site) back-up solutions



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