

Peak Performance Managed Services

OUR TECHNOLOGY & DELIVERABLES



Executive Summary

As a business owner or manager, the decision to self-manage or to rely on a third party company to manage and maintain your IT infrastructure is an important decision. It can not only your day-to-day operations, but also to your long term competitiveness and business strategy. The options for the management of your critical IT infrastructure are far from many. Your goal is to select a model that brings in maximum IT support, and offers a compelling ROI in-line with your business requirements.

The purpose of this whitepaper is to introduce our organization and its services, give a brief on what you can expect from a managed services provider and present our technology advantage, our mode of engagement and the service offerings.

Bill Kilbourne
Technology's Edge

Our Introduction

TECHNOLOGY'S EDGE is a leading managed service provider of network, applications and services with expertise in Security, Data, Wireless, and Voice over IP (VoIP). We assess, design, build, deploy, and manage networks. Our network support capabilities range from supporting IT operation moves, to Help Desk application support to remote network performance management. All these capabilities assure that your networks operate at optimal performance with maximum cost-efficiency.

Today, IT managers at companies, both large and small, are increasingly overwhelmed trying to implement and maintain a complex environment of voice and data networks that must support multiple applications often spread over multiple locations in the U.S. and even abroad. Many IT environments are multi-vendor, multi-protocol, and multi-provider. Managing multiple service agreements and pricing plans can be cumbersome. To add to this complexity, user volumes and traffic are increasing as new applications emerge and deployed.

Maintaining the level of expertise and tools in-house to meet the challenge of managing the IT infrastructure adds costs and defocuses valuable resources that could be directed at a company's core business, particularly in small and growing businesses. Technology's Edge helps you control the largest single cost of business technology - the hidden costs of lost time and productivity due to technical problems. You get all the benefits of having a fully staffed IT department at hand for a tiny fraction to physically hire an in-house them. Further, we are at your service 24x7x365. You have just one number to call, no matter what the problem is.

You have a choice to select from our custom design service offerings packages that help control costs while still providing solutions to the network and computer problems that plague you most often. Our services are proactive; we anticipate and correct many problems before they occur. We remotely monitor 5000+ aspects of every system's performance, round the clock, including security issues.

We provide world class services backed by the stability and knowledge of a pool of technical experts. Your business will receive computer, network and IT infrastructure care from a team of technology management professionals – all for an affordable, predictable Monthly fee.

Our clients range from small businesses and non-profit agencies including schools, real estate, property management, engineering, manufacturing and professional services. Give us a call today and see how we can help your organization simplify IT management and liberate you to focus on your core business.

Setting Expectations

Recent technological innovations have driven companies of all sizes to outsource their IT infrastructure in order to focus on their core business. Small and medium businesses (SMB) are interested in outsourcing because of the inherent complexity of technology. Large enterprises choose outsourcing as a cost-reduction effort and to focus on strategic IT issues. This outsourcing trend has enabled service providers to offer enterprise-class services to their customers - thus relieving them of the financial and resource burdens associated with full-time IT infrastructure management.

The major challenge today is to identify an IT Service Partner providing you value-conscious services efficiently. You need an IT Service Partner that has full-services portfolio and sets out clear service Level Agreement (SLA) and has technology advantage over others - organizations using state of art technology to serve your needs and derive dual benefits. You expect the IT Service Partner to be staffed with highly skilled manpower and have the muscle power to train and retain such staff over long time frames. Managed Service Provider that operates with industry best practices and has tight process layer compiling industry standards would be preferred over others.

Further, you would expect your MSP to offer a Pay-as-you-go model with no capital outlay; Caters to your quick start requirements and adheres to SLA based service delivery. You want to do away with purchase of expensive framework tools and go through the subsequent headache of installation and integration of these tools into your infrastructure. Ultimately you would like to trust your money on someone who offers a managed service that complies with your company's security policy as able to share services data with you transparently.

Technology's Edge is here at your service and it is our mission to fulfill all your expectations by providing you competent IT services you can trust day in and day out.

Our Technology Advantage

Technology's Edge uses a technology framework, specially built for managed service providers that combines a remote management platform and a managed security services infrastructure. This infrastructure enables us to provide you complete IT infrastructure management services including security solutions to end-users - securely, proactively and in a cost effective manner. The platform architecture enables us to deliver services on Industry best practices and aggregates data into a web portal— your data related to assets, change management, alerts, trends, security, spam, reports on chats, browsing etc.

We manage remote networks securely across the Internet or any public IP network without needing for setting up a Virtual Private Network (VPN) or opening ports of the firewall. Our advance technology works transparently across your Network and cuts down on implementation complexities and time. Furthermore, it uses the Secure Shell (SSH2) protocol in an outbound mode from inside the firewall, making it highly secure. Additional use of Certificates provides an extra-layer of protection over and above the encryption and security provided by SSH2.

Moreover, we offer a complete Life Cycle Management for IT assets like management and monitoring of desktops, servers, networks and applications. Our hosted security platform brings you unmatched combination of e-mail, web and IM protection without you having to install or purchase any new hardware or software, however protecting your network against viruses, spam, spyware, and inappropriate web usage. It also obviates the need to purchase point products and piece them together to have a solution to address the full services market at the same time bring in the necessary standards to our services

Your biggest benefit is be to expect service levels equivalent to rolling out a Top-Class Enterprise Management System within your organization without having to pay for the high capital outlay. Get a quick start without waiting for long implementation and training timelines. Work with industry best practice and processes without having to learn them. We believe you should focus on your core business, reduce costs, increase profitability, gain expertise and win new customers.

You can now advantage of implementing a system currently used by the likes of Sony, LG, and Carnegie Mellon University and thousands of other businesses who use these technologies to manage their IT infrastructure all over the World.

Our Services

Technology's Edge's goal is to provide complete IT asset Life Cycle Management, maximize system up time and minimize time to resolve issues if and when they occur. Our program offers comprehensive services for desktops, servers, networks, and databases including preventive maintenance for desktops, providing help desk services with a web based Trouble ticketing system.

Our Desktop Preventive Maintenance Plan along with Server Monitoring option is designed to work within our client's budget requirements and yet provide tools for in-house teams to carry - out full services. We can get you started immediately with minimal training and you have the option to quit within a quarter. You can rely on us for top-of-the-line consulting services for sizing and implementation of MS Exchange, Databases, VOIP lines and much more.

A few services are mentioned in more detail for you to get a grasp on the same:

Desktop & Server administration & Desktop preventive maintenance Services

Our Desktop and Server administration provides services such as: routine user and group administration, setting up individual home directories and shares, configuring printers, sending messages to users, start/stop a service or a process and change properties. Most of the jobs are carried out remotely using a secure remote control provided by our monitoring services. This provides us a unique secured methodology to take remote control of an ailing desktop as if your administrators were actually sitting at the user's desk.

Our tools can scour your IT environment (desktops and servers) to determine what is and what is not present in the desktop & Server. We can determine out what Operating Systems, Hot-Fixes, and

applications are on the system; what kind of processor, the amount of memory, how big is the hard drive the type of monitor, keyboard and a whole slew of greater esoteric items like network IP addresses, Ports, protocols and Adapter configurations, Shares, users names, group configurations etc.

All this information can be categorized and used during capacity planning discussions. We also provide change configuration reports, which help track the complete life cycle of an asset you may possess. Our services include software deployment and OS upgrade services too.

Our desktop preventive maintenance services include regular maintenance of a desktop. Services included under this are: cleaning up internet debris and temp files once a week, daily updates for latest Anti-Virus signatures, weekly repair of registry and spyware removal and patch assessment and deployment of critical patches on each desktop on weekly basis.

You are kept informed on each and every action that is taken on your IT Assets including monthly reporting on Asset inventory, Asset change configuration, and details of preventive maintenance carried out on each asset including Trouble Tickets raised by end users and actions taken to resolve them.

Server monitoring, Alerts and notification services

Technology's Edge provides an array of essential Server management services on a flat rate subscription basis to help you maximize your Server & application uptime to keep productivity levels high.

Our Services (continued)

We also minimize the daily hassles involved with using and managing technology, allowing you to concentrate on your business.

Our services include the following

- 24x7 monitoring
- Escalation & basic fixes
- Event log monitoring
- Back-up log checks
- Anti-virus log checks
- Server Availability
- Service Availability monitoring
- Monitoring for DNS, DHCP, and TS
- Basic response time monitoring
- Monitoring custom performance parameters
- Server health check and analysis of key trends
- Patch Assessment & management
- Service pack updates
- Log maintenance (both OS & Exchange)
- Virus definition & prevention
- Server tuning & cleaning
- Low priority services
- All calls related to server issues or application issues

We provide rich reporting console to view base level and policy level analysis. You will receive reports related to Server health Check comprising of server availability, resource utilization for CPU, Memory and Disk space; a Level 2 report comprising of Event log analysis and in-depth utilization analysis.

Apart from monthly reporting, we can provide server error analysis reports as and when errors are encountered along with trouble ticket information and escalations.

Our performance reports for Data Base monitoring along with Executive reporting would provide you information related to Processes, Memory efficiency, Instances, Sessions, object maintenance, transactions, table growth and many more parameters.

Real-time Network monitoring, Alerts & Notifications

Our services are designed to discover the existence of problem by monitoring a network 24/7, before it manifests. We monitor a network for its link latency, packet loss, availability, traffic, bandwidth utilization; and device CPU load, memory and disk space utilization parameters.

Our monitoring tools provide facility to configure traps for Simple Network Management Protocol (SNMP) Events. Alerts would be sent when traps are received. With the help of a built in Management Information Base (MIB) compiler, our tool is ready to monitor any device including - routers, switches, hubs, UPS etc. so long as the MIB's are available from the equipment manufacturer.

We can provide our customers with trend reports. Graphs can plot parameters like: Traffic, CPU Load, Voltage on a UPS and many more. Data is made available in Line, Bar, Pie and distribution formats for hourly, daily, weekly and monthly figures.

We can export this data to a data mining tool and provide comprehensive reports for capacity planning and analysis.

Summary

TECHNOLOGY'S EDGE with its team of experts and its technology advantage is able to deliver very high quality managed services for IT infrastructure management. We provide flexible plans to based on your requirement and the budget availability. We have been able to attend 93% of the problems remotely and have an average resolution time of about 22 minutes. Our ROI statement shows an in-depth analysis of how you can benefit by hiring us.

Let's analyze it together

Prepared by:

Bill Kilbourne
Technology's Edge
1360 Reynolds Ave. #115
Irvine, CA 92614