



DN Managed IT Solutions

When someone asks what your organization does, you probably don't answer "manage IT."

If too much of your professional time and resources are spent outside of your interests and expertise, and if IT issues distract you from minding your business, we can help.

Get Back to Doing What You Do Best

For an easily-budgeted, small, fixed monthly fee - a fraction of the cost of a full-time technician - Data Networks will take away the worry, frustration, and high cost of managing your IT environment.

Our managed IT solutions keep watch over your systems 24/7, and we step in the moment we discover anything amiss. In most instances, you won't know there was ever an issue. This proactive approach keeps small problems from becoming big, and expensive.

The Cost-Effective Alternative to in-House IT Management

Our intelligent remote monitoring tools and 24/7 back-office services provide expert, cost-effective IT management to make sure your systems operate as required and deliver the ROI you expect. Give us a call to learn more!

- 1 DN Service Desk
- 2 DN Desktop Care
- 3 DN Server Care

We've Got IT Covered

Through our managed IT services we will:

- Maintain 24/7 watch over your network servers and desktops
- Identify and analyze server "events" for potential problems
- Remediate processes or services that fail
- Monitor servers and ensure security patches and anti-virus protocols are up-to-date
- Ensure that data backups are complete
- Install patches and implement service packs

"80% of IT budgets are spent after the initial technology purchase."

IT Support When You Need It

1 DN Service Desk

Located in the US and staffed by knowledgeable, well-trained IT customer care specialists, our IT Service Desk is ready and available to quickly address your needs. Whether it's a device, a software issue, or a problem with your network, our team will stick with you until a solution is found.

When you call our IT Service Desk we get right down to business with:

Live Support 24/7*

Work late? Work early? Work weekends? It doesn't matter. Any time you run into a problem with your technical equipment you can give our team a call.

Fast Issue Resolution

Our Service Desk is staffed by seasoned technicians with a minimum of two years' experience resolving application, desktop and network-level issues. When you call, you can count on receiving reliable, top-tier support.

Microsoft Office Expertise

Our Service Desk technicians are certified Microsoft Office Professionals and fully qualified to deliver expert support for Word, Excel, PowerPoint, Outlook, and more.

Customer Recognition

Each time one of your users calls the Service Desk, our technician automatically sees your unique customer profile so we can move more quickly to correct your problems.

We've Got IT Covered

- PC and network troubleshooting
- Handheld device config + troubleshooting
- Popular applications
- Administrative tasks
- Software installations
- Virus/spyware removal
- File/folder restore



Included Feature	Service Desk
US-Based Client Help Desk	■
Personalized Answering	■
Windows + Mac Support	■
Administrative Tasks	■
Virus + Malware Removal	■
Software Installations	■
Business Hours (8am-6pm)	Remote or Remote + Onsite (NDB)
After Hours (5pm-9am)	Remote
*24x7 Coverage	Remote or Remote + Onsite (NDB)

We Know Applications

- Desktop Publishing
- Graphics
- Office Productivity
- Browsers
- Email
- Anti-Virus
- Word processing
- Database
- Domains
- PC and Network
- Desktop Operating Systems
- Wireless Devices

Optimize Your Desktop Environment



2 DN Desktop Care

Our cost-effective preventative maintenance service for desktops proactively and regimentally monitors and addresses common problems experienced by your desktop end users.

We use a mix of remote monitoring and management tools, back office services and bundled third-party software options to provide efficient and effective desktop management.

Whether it's viruses, spyware issues, or installing patches, we handle it all - quietly and in the background - to ensure uninterrupted access to end user computing resources and keep your team productive.

The Value of Managed IT Services

Uncertainty is a productivity killer. Taking a reactive approach to maintaining your IT networks is simply too costly in too many ways: lost productivity, dissatisfied users or customers, and enormous repair costs. Our managed IT services are the smart, cost-effective alternative.

Better Financial Planning

With managed IT services you know how much you're going to spend each month. No more gambling with your budget and productivity

Our Team is Your Team

When an issue arises, we're already on the job - taking care of routine maintenance and ensuring your IT systems are operating properly

Your Systems Stay Optimized

Even when systems aren't actually down they can still run slow or inefficiently. Our solutions maximize the value of IT investment all the time.

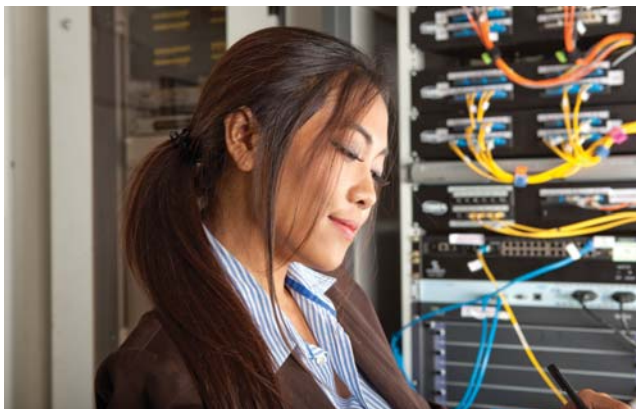
Faster Problem Resolution

With remote monitoring in place, we'll usually see a problem before you do, allowing us to get a jump on the matter with less (or zero!) downtime for you.

Included Feature	Desktop Care
Hardware + Software Audits	■
Performance + Maintenance Reports	■
LogMein Pro Remote Control	■
LogMein End Client Access	■
Patch Whitelisting Service	■
Antivirus Management	■
Web-based Management Portal	■
Desktop Performance Monitor	■
Administrative Scripting	■
Policy Management	■
Client Communicator with Self-Help Center	■
Webroot Antivirus License	■
Malwarebytes Anti-Malware Pro Software	■
Priced per Desktop/Monthly	

Keep Your Servers at Peak Efficiency

Choose Your Level of Care!



3 DN Server Care

We utilize active, yet unobtrusive software to track and analyze your server activity around the clock. When a system or function fails to work properly, an alert is generated and our team will immediately investigate the issue. Once we've identified the problem, we'll take steps to fix it -- remotely at first, and we'll escalate our response as necessary.

Essential Server Care

For those who prefer a hands-on approach, Essential Care provides back-office monitoring that helps you reduce the time needed to filter alerts and research resolutions. Our RMM software monitors all of your servers and our NOC will alert you - day or night - when critical issues arise.

Preferred Server Care

With Preferred Server care, you can completely offload server monitoring and management to us. Alerts generated by our RMM software are sent to our remote remediation team, which connects to troubled servers to apply the appropriate solution.

Elite Server Care

The best of the best. Our talented technical teams are ready to investigate and resolve all server issues, whether they are generated by our RMM alerts or raised by your team via our ticketing system.

Included Feature	Essential	Preferred	Elite
Hardware + Software Audits	■	■	■
LogMein Pro	■	■	■
Ticket-based Workflow	■	■	■
Ticket Escalation w/ Steps to Resolution	■	■	■
Patch Whitelisting Service	■	■	■
Multi-Vendor Anti-Virus Management	■	■	■
Remote Restart of Services by NOC	■	■	■
Full Remote Issue Resolution by NOC		■	■
Patch Deployment by NOC		■	■
Discounted Project Services		■	■
Proactive or On-Demand Server Restart			■
Global Policy Troubleshooting			■
System Performance Analysis + Troubleshooting			■
MS Exchange Health Check + Defragmentation			■
MS Service Pack Installation			■
Price per Server/Monthly			