

Computrek Information Management Group (CIMG) focuses on service, support and building long-term partnerships. From semi-annual printer maintenance tune-ups to full service technical support and everything in between, CIMG can help.

Remote Monitoring

With Remote Monitoring from CIMG, we can take corrective action before technical problems occur.

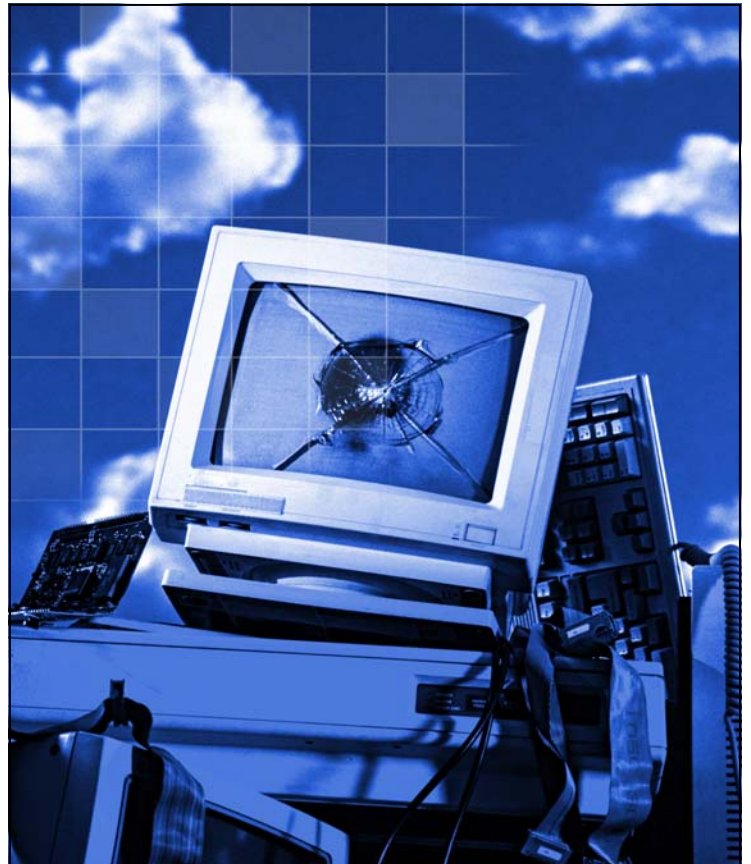
Remote Monitoring means that CIMG is continually monitoring the health of your infrastructure, and managing growth by:

- ◆ Scheduled site/device reports – providing a bird's eye view into the real performance of your IT infrastructure
- ◆ Perspective into what equipment and software have been installed, and where current or new system resources can be best allocated
- ◆ The ability to forecast failures before they occur, such as a critical server running out of hard drive space

FlexTech Technical Support

FlexTech Support Solutions are tailored to each client's requirements and are monitored and reviewed regularly to ensure full satisfaction. Some of the services we offer include:

- ◆ The largest, best-trained and most experienced staff in Northern Ontario with wide-ranging certifications including MCP, MCSE, Hewlett Packard Authorized Certification, A+ from Comptia, Citrix Certified Administrator
- ◆ Rapid response for all support calls
- ◆ Server installation and support
- ◆ Onsite/depot repair and maintenance for PCs, peripherals and network hardware
- ◆ Temporary or long-term IT staff placements



Security

In today's high-tech climate, the threat of data theft has become an increasing issue for small and medium size businesses. Protecting sensitive client information from the grasp of hackers and internet thieves has migrated to the forefront of most organizations' priority list.

Security in large companies is becoming so tight that small businesses are becoming increasingly attractive to attackers, and not all threats come from the outside. CIMG offers security services including:

- ◆ Virus/Spyware detection and removal
- ◆ Software patch management
- ◆ Disaster recovery planning

Want to learn more?

Contact Us:

Computrek Information Management Group
752 Lasalle Boulevard, Sudbury, Ontario, P3A 4V4
sales@computrek.net | www.computrek.net
705.566.3355



Support Services

Comprehensive Flexible Support

Comprehensive Flexible Support provides a single, low cost offering: the technological benefit of remote network monitoring with the practical advantage of local, on-the-ground, professional IT expertise. Some of the services we offer include:

- ◆ Simplifying IT management and administration
- ◆ Remote monitoring and managing your network from a single location
- ◆ Scheduled maintenance with automated deployment for patches and upgrades
- ◆ Establishing an IT budget with predictable costs

Proactive Support

An alternative to the conventional time-consuming and expensive break/fix approach to IT support, Comprehensive Flexible Support actively prevents technical problems and network downtime from occurring in the first place. It also helps you achieve strong return on your investment in technology, and avoids the business costs that arise when systems or devices fail.

CIMG makes world-class, proactive support affordable and accessible to smaller companies; delivered by your known, trusted and locally-based IT service organization. It provides you with access to professional custom technology help when you need it. We offer professional, proactive computer care, reassuring you that your network is up and running at peak performance.

If you want to lower costs, increase efficiency and get more from your existing network, CIMG can help!

Please contact us for more information.



Comprehensive Flexible Support	Regular Service Client	FlexTech Support Agreement Client
Remote Monitoring*	N/A	Optional
Helpdesk Monthly Support Access**	\$100	\$100
Emergency Pager Service (24/7)***	\$25	\$25
Call-out Fee	\$50	Waived
Onsite/Remote Hourly Desktop/General Services Cost	\$90	\$75
Onsite/Remote Hourly Server/Advanced Network Services Cost	\$120	\$75
Response Time	First in First out	4 Hours Above all non-agreement clients

Remote Monitoring *

Remote monitoring service includes asset tracking, critical system failure, patch management security and monthly reporting.

Helpdesk Support Access **

Available Monday-Friday from 8:30 am—5:00 pm; Service issues captured, dispatched and logged to completion; Monthly reports; Site specific requirements for phone support can be scripted; Helpdesk hours billed according to FlexTech service rates.

***Emergency Pager Service (24/7)-Monthly fee of \$25 with a 3 hour minimum charge @ one and a half times clients contracted hourly rate.

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