



TECHNOLOGY ARCHITECTS

## Managed IT Services for SMB to Enterprise

We know it is impossible for you to keep pace with the constant changes and rapid developments in the technology industry. To succeed and grow, you need to have an astute and experienced technology partner on whom you can depend. Transformyx is your new technology partner.

Unlike other “computer consulting” companies, Transformyx specializes in comprehensive, flat-rate computer services for small, medium and enterprise businesses. We have invested in sophisticated tools and developed custom processes to protect your data, keep your computer systems reliable and your employees productive. Our strong commitment to preventative maintenance is a big reason we stand apart from our competitors.

Transformyx offers three exciting opportunities for outsourced technology management: (1) Basic MSP, (2) Standard MSP and (3) Comprehensive MSP. All of our plans offer the following advantages over traditional services:

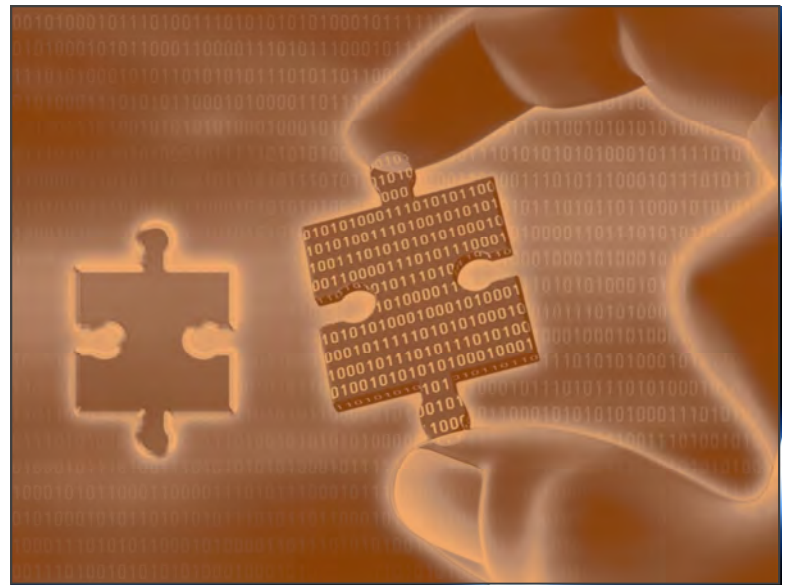
- **Fixed monthly payments—no more guessing games for budgets or purchasing.**
- **Immediate web-based remote technical support - no more waiting for on-site technicians.**
- **On-going monthly preventative maintenance – increased productivity because we monitor and maintain 24x7**

Transformyx also provides direct access to our helpdesk where our technicians solve up to 85% of all technical support issues remotely!

Our quick response coupled with a comprehensive preventative maintenance plan will dramatically improve productivity and reduce your overall investment in computer-related services.

Transformyx Managed Service Plans include comprehensive monitoring of your servers and network-based equipment, and provides a maintenance schedule to keep your team productive.

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## What we can do for you...

- *Complete hardware, software, network and user audit*  
*Real-time monitoring of network, system hardware and Windows Event Logs*
- *Installation, configuration and maintenance of your anti-virus solution*
- *Deployment of Microsoft updates with rollback capability*
- *Installation, prevention and removal of spyware/malware*
- *Proactive maintenance and monitoring of hard disks*
- *Scheduled reports with asset inventory and performance history*
- *And over 25 additional daily/weekly/monthly network maintenance routines and activities*

***Proactive Maintenance** – Transformyx utilizes industry-recognized best practices to keep your computers secure and operating at maximum efficiency*

***World-Class IT Support** – We have invested in a support system that is normally found only in Fortune® 500 companies; we help Small and Medium-sized businesses experience the benefits of computer system automation and proactive maintenance.*

***Weekly and Monthly Reports** – You will receive scheduled reports via email with confirmation of all maintenance performed, problems resolved and recommended actions to prevent future issues.*

*When a problem is discovered, the management software can resolve the problem automatically or if the problem persists, the software will notify our support team for further action.*

Service Descriptions	Basic MSP	Standard MSP	Comprehensive MSP
Free Network Assessment to determine needs	✓	✓	✓
24x7 network activity monitoring	✓	✓	✓
Web-based HelpDeskticketing system with resolution reporting	✓	✓	✓
Unlimited remote support of Servers/PCs/laptops 8a to 5p M F	✓	✓	✓
Onsite support of Servers/PCs/laptops 8a to 5p M F (as needed)		✓	✓
Enterprise anti-virus/spyware protection to all devices and servers	✓	✓	✓
Nightly incremental backup of up to 1GB per user from central server included			✓
Hosted Exchange 2010 w/Outlook 2010 for each user included			✓
Includes a virtual cloudbased network & thin client PC device for each user			✓
<b>Network asset management reporting for the following:</b>			
Complete system inventory and custom configuration report to management	Quarterly	Monthly	Monthly
Drive space alerts @ 80% for all devices and servers (servers only in Basic plan)	✓	✓	✓
All hardware systems inside the network	✓	✓	✓
All installed software by device inside the network	✓	✓	✓
All operating system information by device inside the network	✓	✓	✓
Current network configuration settings for LAN, WAN, VPN, DNS, WINS, DHCP	✓	✓	✓
<b>Patch management &amp; security updates for all devices running:</b>			
Windows Server 2003/2008 all versions	✓	✓	✓
Small Business Server 2003/2008 all versions	✓	✓	✓
Exchange Server 2003/2007/2010 all versions	✓	✓	✓
Office 2003/2007/2010	✓	✓	✓
Outlook 2003/2007/2010	✓	✓	✓
All Adobe products, all versions	✓	✓	✓
<b>Technology &amp; Telecommunications Management services</b>			
Ongoing Consulting Meetings (as needed)	Annually	Bi-Annually	Quarterly
Management liason for all third party providers	✓	✓	✓
Annual bill analysis for all third party providers		✓	✓
RallyPoint Workforce Continuity Services Account for each employee			✓
DynaSite CMS Web Site Services Account			✓