

masterAssist Solution



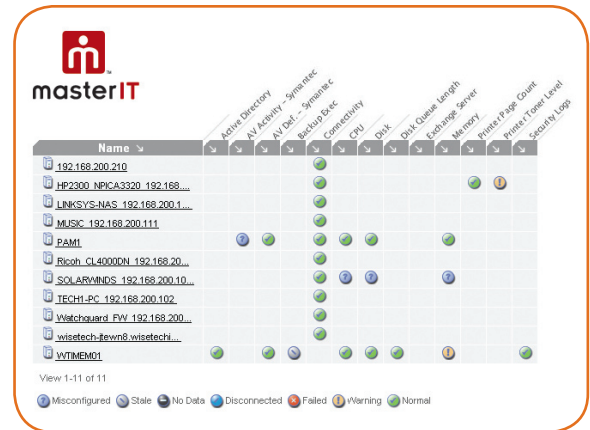
A Helping Hand

As an IT Professional, you know your network better than anybody else. Your job is stressful, hectic and challenging. Although you are doing a great job managing your organization's day-to-day IT operations, you seem to be spending more and more of your time fighting fires rather than working on more important, higher-valued projects. At the end of the day, are you thinking: "There must be a better way to manage all of this"?

Of course there is! With masterIT's masterAssist program, we can bring structure to your day and instill a sense of calm within your IT Department. Through access to our award-winning availability and performance monitoring solution, you will continually have an 'eye' into the health and inner-workings of your own network. Instead of fighting fires, you will be able to predict and prevent most of your network issues. And when network problems do arise, you will be able to pinpoint the root cause of the problem and begin remediation almost immediately. If required, you will also have priority access to supplemental service support from our team of experienced, highly specialized engineers and technologists. All of this for a fraction of the cost of hiring an additional resource!

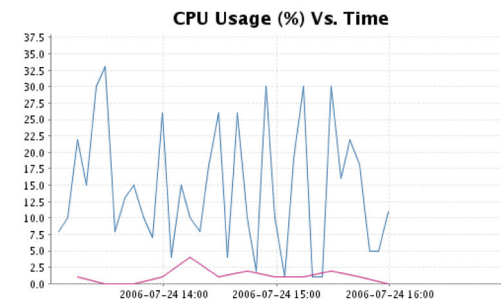
Benefits of masterIT's masterAssist Program :

- **Dramatically improved efficiency of your MIS group** without additional headcount
- **A window into your network** that provides immediate incident detection through automatically-generated notifications & alerts
- **Increased incident avoidance**
- **Comprehensive trending reports and analysis** to help rationalize current and future IT expenditures
- **Cost effective access to specialized skills**, should you require them



Our state-of-the-art, remote monitoring system lets us know about problems with your network environment before they affect you.

CPU Utilization



| Device | Minimum | Maximum | Average |
|-------------------------------------|---------|---------|---------|
| WTMEM01(CPU07) - Wisetech WTIEMEM01 | 1.00 | 33.50 | 14.42 |
| PAM1(CPU07) - Wisetech WTIEMEM01 | 0.00 | 4.00 | 1.17 |

Our automated systems will generate reports on items that threaten the performance, security, or integrity of your network environment.

| The masterIT Service Portfolio | | masterServe | masterCare | masterAssist | Optional |
|-------------------------------------|---|-------------|------------|--------------|----------|
| Remote Monitoring | Our state-of-the-art, remote monitoring system (Network Operating Center and Co-located facilities) lets us know about problems with your network environment before they affect you. | ● | ● | ● | ● |
| Remote Management | Our best-in-class management system allows our engineers to take control of network devices and perform remote fixes that allows remediation in approximately 75% of incidents. | ● | ● | | |
| Reporting | Our automated systems will generate reports on items that threaten the performance, security, or integrity of your network environment. | ● | ● | ● | ● |
| Spy / Virus Protection | We install and maintain anti-spy and virus software on all covered PC's, ensuring immediate detection and prevention to keep you up to date and always protected from the ever-growing threat of intrusion. | ● | ● | | ● |
| Anti-Spam | We filter all incoming email messages, virtually eliminating unwanted ones before they arrive keeping your mailbox uncluttered by unwelcome and malicious visitors. | ● | ● | | ● |
| Wellness Visits | Our dedicated Technology Consultant will deliver and review with you a monthly update on the health of your network, including a history of incidents, results, up-time and proactive maintenance to give a detailed account of all activities. | ● | | | ● |
| Service Desk | Our service desk responds and acts on alerts, issues, and customer inquiries regarding the covered components of their masterIT contract. | ● | | | ● |
| Help Desk | Our Help Desk services personnel respond to client inquiries and issues related to day-to-day IT functions. (Examples: "I can't print" or "how do you setup Outlook?") | ● | ● | | ● |
| Patch Management | Major software providers like Microsoft release updates almost daily as patches. Our systems check network devices for the latest patches that provide details to automatically deploy the updates - allowing clients to run the most current and secure versions. | ● | ● | | |
| Asset Reporting | Our automated tools daily scan your network to produce a list of your hardware and software, keeping track of what you have and notifying us if something changes - a valuable tool for current assessment and future planning. | ● | | | |
| Preventative Maintenance | Preventive maintenance is the best method we've found for decreasing downtime and keeping security tight. This is provided on a monthly or quarterly basis depending on the solution you purchase. | ● | | | ● |
| Virtual CIO | Our dedicated "Virtual CIO" will visit with you to discuss issues based on the data collected from your environment and provide customized recommendations on how to plan for the future. We can act as the technical seat in your senior management team. | ● | | | ● |
| Hardware-As-A-Service (Haas) | Offered as an option for all of our Solutions, we can supply, configure and refresh the hardware on your network in regular cycles that ensure always up to date equipment and remove the hassle of buying and disposing of it. | ● | | | ● |
| Off-Site Storage | We back up your critical data remotely and automatically, removing the "human" element, or the potential for error, lost data, or security breaches, ensuring your peace of mind in protecting and restoring vital information. Our national data centers are SAS-70 and HIPPA compliant. | ● | ● | | ● |
| Internet Access | As an Internet Service Provider, we provide a connection (T1 or DSL) and monitor connectivity 24 x 7. | | ● | | ● |
| Hosted Exchange | We provide shared contacts, calendars, and instant access to your email from any computer through Microsoft's Exchange Hosted Solution to remove the hassle and cost of managing your own server. | | ● | | ● |
| Web and Email Hosting | We provide design, development and hosting of your company web site and provide e-mail hosting for your domain. | | | | ● |
| Projects | We manage a variety of projects from concept through delivery including network design, product procurement, upgrades, proprietary HW and SW implementation, WAN/LAN and VPN integration. | | | | ● |
| Relocations | Our experts consult with you for the most efficient relocation of your computer and phone systems as well as voice and data networks to ensure a minimum of interruption. | | | | ● |
| Cabling | With over 100 years of combined cabling experience, our professional certified cable installers will customize a quote to meet your needs. | | | | ● |
| Phone Systems | Whether it be for business lines, PRI, or VoIP - we provide phone systems and peripherals. | | | | ● |
| Co-Location | We provide rack space and a secure connection between your server and locations from our secure, multiple power, redundant internet facility. | | | | ● |
| Product Procurement | We do the leg work for you configuring and ordering servers, PC's, software, routers, switches, printers, peripherals from tier 1 manufacturers including Dell, Microsoft, HP, IBM, Cisco, 3Com, Watchguard, Sonic Wall and more. | | | | ● |
| Network Design | Our Solutions Architect will design your network to meet your current needs and future growth, including cabling, connectivity and infrastructure. | | | | ● |
| Block Times | We provide reduced-rate blocks of hours delivered by our MCSE and CCNA certified engineers to respond to incidents. | | | | ● |