



MOBILE WORKER

- Secure access to the network anywhere, anytime
- Secure e-mail through the web
- Handheld support



CLIENT HEADQUARTERS / LOCATIONS

1 THE NETWORK

- Remote monitoring and management of servers, PC's, printers & voice
- Reporting on performance, security and integrity
- Help Desk for day-to-day technology functions

2 SECURITY

- Internal/external threat monitoring and response
- Firewall management
- Vulnerability assessment
- Protection from hackers, spyware, spam, viruses and worms

3 STORAGE, BACK UP AND DISASTER RECOVERY

- Offsite storage of critical data
- Facilities are SAS70 and HIPAA compliant nationally
- Disaster recovery / Business continuity services

4 E-MAIL MANAGEMENT

- Shared calendars / contacts through hosted Exchange
- Spam and Virus filtering

5 HARDWARE-AS-A-SERVICE (HAAS)

- Removes hassle of buying and disposing of equipment
- Regularly scheduled refreshes

6 VOICE SERVICES

- Voice-over-IP connection anywhere / anytime
- Integrated voice, text, video over one connection



masterIT ENGINEER

- Proactive onsite scheduled maintenance
- Emergency visits
- Consultation



CLIENT SERVICE DESK

- Technical support and help desk by certified engineers
- Dispatch of technicians to client site
- Reporting on health of all systems



NETWORK ACCESS CENTER

- Off-site Secure, redundant power and internet facility
- Collocated mission critical servers
- Remote back up and storage in 7 centers nationally
- Internet Access Provider
- Web and e-mail hosting



NETWORK OPERATIONS CENTER

- 24x7/365 proactive monitoring and remote management of all systems
- Daily monitoring of all back ups and security threats
- Deployment of software, patches and updates