

OUTSOURCED IT

With uncertainty in today's economy, small businesses are looking for more cost effective methods to compete effectively and get the most bang for their buck with their IT services which is why more and more businesses are turning to managed I.T...



MASTERTEL USA's M.I.T.S. PROGRAM

MasterTel USA's Managed I.T. Services (M.I.T.S.) is the outsourcing of the day to day management of services that normally falls under the purview of an on-site I.T. Manager and Staff. The purpose of our M.I.T.S. offering is to provide a strategic proactive method for improving operations by monitoring and maintaining our customer's core infrastructure. Through proper monitoring and preventative maintenance, we reduce the occurrences of IT failures, lessen the severity of IT failures and decrease the duration of IT failures, all of which increases the reliability and stability of our customer's networks. Our proactive approach, when compared to the break fix model many companies have traditionally embraced, allows us to reduce our customers' overall network costs and give them better results. With regular network health reporting and CIO reviews, we give our customers a level of transparency they aren't able to achieve on their own.

FRUSTRATION WITH TRADITIONAL VENDOR	CAUSE OF FRUSTRATION
Time to Fix	
It takes too long to react and fix problems...costing you money!	Unfortunately getting a technician on site to diagnose and fix problems takes time
Lack of Prevention	
Most I.T. Services are just reactive	They offer no defined standards for delivering preventative maintenance, where & when required
Knowledge Level	
You need a senior engineer's help, but only get a junior technician	Lack of information on IT issues impedes early diagnosis, troubleshooting and resource allocation.
Unpredictable Costs	
Cost and unpredictability impacts budgeting and planning	...a consequence of responding to issues as they arise, instead of managing systems proactively

TYPICAL CUSTOMER PROFILE FOR M.I.T.S.
Companies with 5-500 Desktop Users.
Companies that do not have an internal IT department.
Companies that have an IT department but need help so
that internal I.T. can focus on more important issues.
Customers looking to stabilize their I.T. costs.
Customers that have an unstable network today.
Customers that rely on network stability for their critical business services.

M.I.T.S. CUSTOMER BENEFITS
The ability to focus on core business competencies versus IT.
Reduce business risks.
Reduce costs.
Increase business continuity and productivity.
Provide access to new technologies and IT expertise.
Help respond to changing business conditions.
Provide a competitive advantage.

KEY ELEMENTS OF OUR MSP PROGRAM

<i>Core Elements</i>	<i>Description</i>
Server Monitoring	Monitoring the customer's servers for any issues that may arise.
Backup Monitoring	Monitoring the success of the customer's backup solution to ensure that their data is always protected.
Network Monitoring	Monitoring the customer's routers and switches to ensure that network traffic is always moving.
Workstation Monitoring	Monitoring the customer's workstations for any issues that may arise to ensure optimum performance.
Security Monitoring	Monitoring the customer's firewalls, antivirus definitions and patch levels to ensure that the security solution is always updated.
Application Monitoring	Monitoring customers' email availability, Outlook web access, SQL Database, and Terminal Services.

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Endpoint Security (ESM)	Apply a complete security management system to customers' environment, including: anti-virus, anti-spyware, and anti-malware management, application licensing management, intrusion prevention, and security policy management. Provide customers with customized detailed security activity reports on a monthly / quarterly basis.
Basic Maintenance	Basic automated maintenance and self-healing solutions applied to customers' servers, workstations and network devices.
Patch Management	Monitoring and management of patch levels; ensuring desktops, servers, and other core network devices are kept up to date.
Performance Reporting	Monthly / quarterly CIO meetings to review customized reports, overall network health, and strategic IT planning with customer. (See reporting guide for detailed report descriptions.)
Time & Materials Support Services	The method in which we apply remediation time in this program.

<i>Optional Elements</i>	<i>Description</i>
Preventative Maintenance	Performing monthly preventative maintenance tasks on select devices (workstations, routers, firewalls, etc...) and applications to ensure optimum uptime.
Printer Monitoring	Monitoring the customer's printers for errors, toner levels and page counts.
Remote Backup Solution	Providing additional layers of backup support for those customers that require a higher level of data protection.
Bundled Support Time	For those customers that wish for more predictable IT spending, we can bundle a variable number of hours into the package that can be used for any support issues.

