

Why Choose Managed Services?

Studies have shown that the average small-to-medium sized business loses thousands of dollars a year to ineffective IT spending, network downtime, lost productivity, security breaches, and information theft based on a reactive approach to technology. FPA delivers our technology services through a proactive Managed Service approach keeping your network up and running at optimal effectiveness and efficiency, with superior network performance, security, and reliability - all at an affordable rate. Managed Services allows you to pay a fixed fee for the level of technology services your organization needs while having access to FPA's proven processes, procedures, systems, methodologies, and people. Our goal is to improve the overall health of your network reducing your long term costs while improving your overall productivity.



-  **Improve Network Health**
-  **Increase Uptime**
-  **Reduce Costly Interruptions**
-  **Improve Staff Productivity**
-  **Increase Asset Lifespan**
-  **Level Off Support Costs**

FPA Technology Services, Inc. has provided outsourced IT services to growing businesses since 1991. With FPA's "business first" approach, FPA prides itself on being a trusted technology advisor helping clients leverage technology to achieve their business objectives. FPA hires only the best and the brightest and with a variety of degrees and certifications. With FPA, it's about how we do what we do. It's about the value we provide to our clients. It's about removing the worry around IT. FPA effectively handles all of a company's technology needs, allowing our clients to focus on achieving their business objectives.

Business Before Technology™ - We Get IT!

Benefits

Improved Network Health Increases Productivity

- Remotely address potential points of failure before they become critical events
- Automated management of critical Operating System and security patches improves stability

Improved Speed of Remediation Reduces Downtime

- Low level monitoring of network functions ensures complete knowledge of network performance
- Automated addressing of system generated alerts before they become problems
- 24x7 monitoring and alerting improves response time to issues (we know there's an issue before you do)
- When an onsite visit is required, automatic alerts guarantee a rapid response

Reduced Vulnerabilities Increases Security

- Security monitoring provides alerts on attempted network access by unauthorized users before there's a break in
- Ban high-bandwidth usage games or illegal peer-to-peer file sharing that monopolize business resources
- Monitor and manage anti-virus and spyware issues
- Keep systems patched to ensure they're up-to-date and secure
- Address vulnerabilities proactively before they're breached

Reduced Support Costs Increases Profitability

- Network support costs can now be more accurately budgeted
- Unlimited remote help desk support
- Monthly Network Performance Reports provide visibility
- Quarterly IT Status Meetings ensure proactive planning
- Online Executive Dashboard provides the ability to view the state of your network in real-time





FPA offers four service levels to meet any organization's needs...

1. **ManageIT** (Remote Network Monitoring, Alerting, Management and Administration)
2. **SupportIT** (Remote and Onsite System & End-User Support)
3. **ProtectIT** (Business Continuity and Disaster Recovery)
4. **GrowIT** (Strategic IT Planning and Guidance)

Fixed Fee Service Levels

1. ManageIT (Remote Network Monitoring and Management)

Our first tier is where we remotely monitor all aspects of your network infrastructure 24x7x365, provide automated reports and statistics of network performance, and remotely and proactively manage, administer, and maintain your network infrastructure. Our remote network management services can be broken down into the following areas...

WatchIT

- Server Event Monitoring
- Security Event Monitoring
- Application Event Monitoring
- Disk Monitoring
- Backup Monitoring & Review
- UPS Monitoring
- Network Performance Monitoring
- Switch and Router Monitoring
- Firewall Intrusion Monitoring
- Printer Monitoring

ReportIT

- Monthly Performance Reports
- Monthly Monitoring Reports
- Access to Your Own Online Executive Dashboard
- Access to our FPA Client WebPortal

MaintainIT

- Remediation of Alerts
- Network / Active Directory Optimization
- Service Pack Deployment
- OS Patch Deployment
- Hard Drive Maintenance
- Virus Protection Management*
- Spyware Protection Management*

AdministerIT

- Software Inventory Tracking
- Hardware Inventory Tracking
- IT Issue Tracking
- Network Documentation
- Software Licensing Compliance
- Annual Maintenance Tracking
- Procurement Services

2. SupportIT (Remote and Onsite System & End-User Support)

Our 2nd tier is where we actively provide fixed-fee onsite and remote end-user support services...

SupportIT

- Unlimited Remote Help Desk Support
- Recurring Onsite Support Visits (as Determined)
- 3rd Party Vendor Management
- IT Status Planning Meetings (Quarterly)

3. ProtectIT (Business Continuity and Disaster Recovery)

The 3rd tier is our complete, unlimited support service level where we completely "own" your network, actively preparing for business continuity and disaster recovery as well as secure the network from intrusions...

SustainIT

- Priority On-Call Help Desk Support
- Unlimited Onsite Support Services (as Needed)
- Workstation Replacement Svcs.
- Unlimited PDA Support
- Server Disk Imaging*
- Server Disaster Restore
- Backup Restore Testing and Reporting
- Business Continuity Planning

SecureIT

- Firewall Intrusion Testing
- Internet Content Filter Management*
- Employee Computer Use Monitoring and Reporting*
- Wireless Network Testing & Reporting

4. GrowIT (Strategic IT Planning and Guidance)

Our 4th tier is where we leverage our knowledge and experience and literally act as an outsourced CIO integrating high level technology guidance into your business...

PlanIT

- Outsourced CIO & CTO Services
- Strategic Plan and Budget Creation
- Strategic Planning Meetings with Senior FPA Staff



* May require additional specific software

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