

# PrimeSupport Service



## ❖ Our Eyes on your Network ❖

Like all businesses, you depend on your network. Have you ever needed to send an important e-mail or access vital information, but the system or data was inaccessible? Traditional support models have you call for help and wait for a technician to be dispatched to troubleshoot the problem. Using this approach, you waste time for diagnosis, travel, and repair - all on your dime. We put an end to that.

Our PrimeSupport service gives you the assurance that your company's network receives the strength of our comprehensive support tools and well known customer service. We respond rapidly to changes in the health of your network, applications, and requests for help from you.

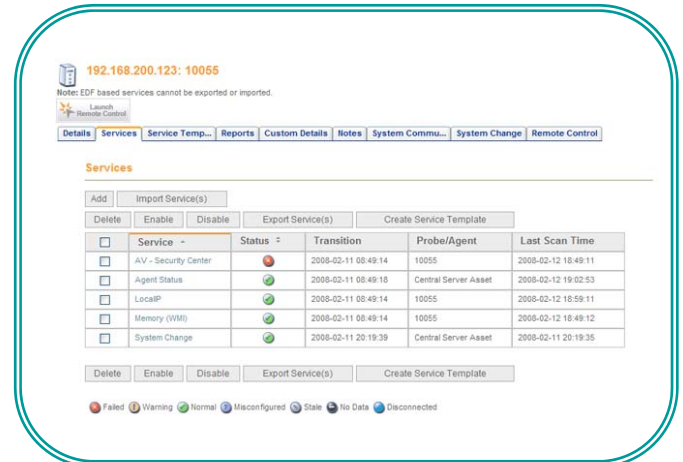
### PrimeSupport Benefits:

- Providing priority response for network issues. If something unpreventable does occur, you move up the service queue ahead of non-priority clients.
- Faster issue resolution with full time network monitoring of all your critical devices.
- Access to a wealth of IT expertise and experience. Our staff has many years of combined experience and multiple accreditations and certifications.
- Constant monitoring of your backup solution to ensure it's working correctly and without error.
- Fast remote support and troubleshooting. Remotely diagnosing and correcting network, server, and desktop issues helps get your employees back to work faster.
- Lower support and project costs through our preferred customer rates.
- Helpdesk support from our knowledgeable, friendly technicians. We are easy to understand and even easier to work with. And we enjoy what we do.

Full Time IT Support at a Part Time Cost

*"VBL Technologies has been a critical partner in the growth and success of Surf or Sound Realty over the years. We have relied on them for everything from wiring our new office buildings to designing and administering our multi-server network system. They have always been prompt, professional and available whenever we have needed them. We could not possibly expect better service from any other technology company."*

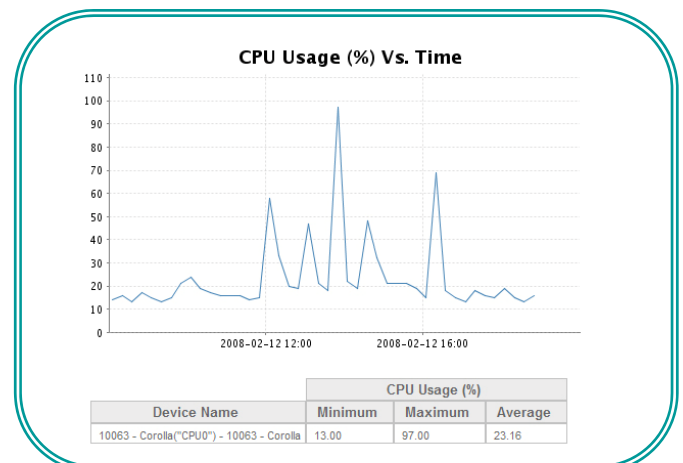
**Melvin Stone**  
Surf or Sound Realty



Our state-of-the-art, remote monitoring systems let us know about problems in your network environment before they affect you.

### Do these issues plague your business?

- **Stuck in a break fix nightmare?** Many service providers just address the symptoms of downtime and not the root cause!
- **Untimely network outages?** Not knowing what will fail and when and then having to wait for a technician to arrive?
- **Issues during off hours/weekends?** Want support when you need it and not when it's convenient? How about 24/7 support?





























Our automated systems will collect vital metrics and report on items that threaten the performance, security, and integrity of your network.

# The VBL Managed Care Portfolio

**Prime  
Care**

**Prime  
Support**

<b>Remote Monitoring</b>	Our state-of-the-art, remote monitoring systems keep us informed about problems with your network environment before they affect you.		
<b>Remote Support</b>	Our remote support system allows our technicians to take control of your technology and perform remote fixes which allows for resolution in approximately 75% of incidents.		
<b>Metrics &amp; Reporting</b>	Our automated systems collect metrics and measurements and can generate reports on items that threaten the performance, security, or integrity of your network environment.		
<b>Anti-Virus Monitoring</b>	We keep a close eye on your anti-virus software and make sure it's working and up to date. If our systems detect an issue, we respond immediately to correct the issue.		
<b>Asset Reporting</b>	Our automated tools scan your network daily to produce a list of your hardware and software, keeping track of what assets you have - a valuable tool for current assessment and future planning.		
<b>Preventative Maintenance</b>	Preventative maintenance is the best method we've found for decreasing downtime and keeping security tight. We have created a checklist approach to maintenance based on years of maintaining network systems.		Optional
<b>Patch Management</b>	Major software providers like Microsoft and Symantec release updates almost daily as patches. Our systems monitor your patch levels to ensure you are always running with stability and security.		Optional
<b>Onsite Backup Monitoring</b>	We monitor your onsite backup on a daily basis to ensure it runs successfully. If problems occur, we take immediate steps to resolve the issue.		
<b>Ongoing Data Identification</b>	We routinely work with you to identify essential data to ensure it's protected and backed up. As your business evolves and systems change, so should your data protection. We make sure you are backing up what you need to be.		
<b>Test Restores</b>	To make sure your onsite backup media is working properly and can be truly relied on, we perform an actual test restore of your data on a regular basis.		
<b>Help Desk</b>	Our Help Desk responds to client inquiries, questions, and issues related to day-to-day computer functions. (Examples: "I can't print", "I am not receiving emails", or "My document is missing"). Additional contracted hours are available at reduced rates to cover your expected needs.	3 hours included	1 hour included
<b>Self Serve Options</b>	Our system provides an automated way to submit service requests directly into our ticket system via email or through our <b>Client Portal</b> . By using our client portal, you are able to view all service requests in our system and access other useful information such as: invoices, account information, etc.		
<b>Vendor Relationship Management</b>	We work directly with software and hardware vendors on your behalf with all related support issues. Through strategic partnerships, we have preferred relations with many vendors and can frequently get expedited assistance when you need it most.		
<b>After Hours Support</b>	Problems sometime occur outside of normal business hours and frequently at the worst time. Our technicians are available whenever you need us - 24 hours a day, 7 days a week.		
<b>Reduced Rates</b>	All clients enrolled in our service plans receive reduced hourly rates on both remote and onsite services.		
<b>Product Procurement</b>	We do the leg work for you on configuring, quoting and ordering servers, PC's, software, routers, switches, printers, peripherals, etc. from tier 1 manufacturers including: Dell, Microsoft, Symantec, and more.		
<b>Quarterly Review</b>	Our team will deliver and review with you a quarterly update on the health of your network, including a history of incidents, results, and proactive maintenance, to give a detailed account of all activities.		Optional
<b>Spy/Virus Protection</b>	We install and maintain anti-spy and anti-virus protection on your workstations and servers. Our software is best in class and designed for the business environment. And best of all, it's a managed service so it never expires and you are never out of date.	Optional	Optional
<b>Online Backup</b>	We backup your critical data remotely and securely offsite. This provides complete piece of mind, knowing your data is safely protected and available to you should the need arise.	Optional	Optional
<b>Managed E-mail/Spam Protection</b>	We provide complete, business class e-mail services that utilize the latest spam filtering and virus detection on the market. The reliability of our e-mail service is uncompromising—it has to be, it's built for business.	Optional	Optional