



A Proactive Approach to Support



You don't have to call us, we'll call you.

Your business can't afford to wait for a disaster to happen and then react to it. You need to know that everything possible is being done to make sure you don't go down in the first place. Our program does just that – everything possible to avoid downtime. We start by getting to know you and your business. We meet with you regularly – for free – to discuss how your environment is doing and how technology can help your business become more profitable and easier to manage.

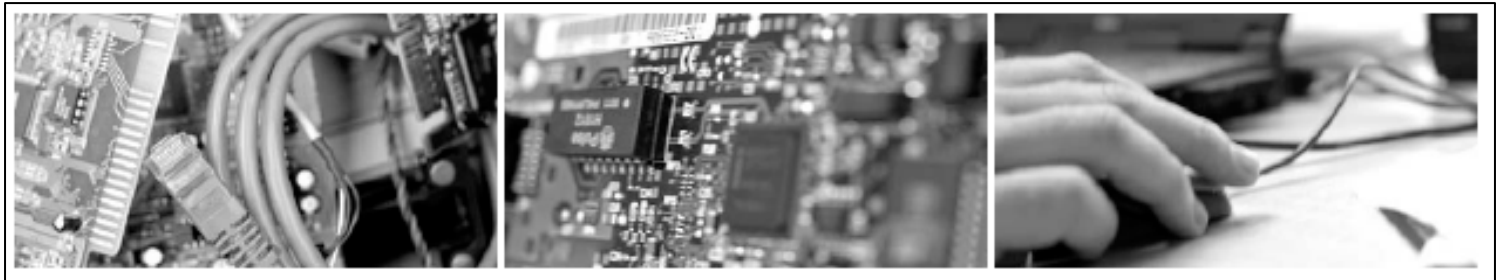
And we don't send out an entry-level technician or a salesman. Our most experienced engineers attend every meeting personally. As a Virtual Chief Information Officer (VCIO) for your business, we give you answers in layman's terms – and relate infrastructure to your business objectives.

But we don't stop there. Our 24/7/365 remote network, systems, application monitoring system watches over your network, letting us know about problems before they affect you. Wouldn't you rather hear about your email being down from us (after we've started fixing it) than from your boss – or your customers?

Add to that exclusive access to our after-hours help desk, scheduled preventative maintenance, and monthly analysis and capacity planning meetings, and you've got wall-to-wall coverage. Won't it be nice to know someone's there for you before data is at risk?

"We never took preventative maintenance seriously before. Now we spend less on emergencies and our users are much happier with our network."

Barry Fitzpatrick, Principal
Mount Saint Joseph High School





“At the end of the day, we’re trying to communicate that XPERTECHS is removing the operational hassle of technology so our clients can focus on their core business and customers.”

Michael Mellott
President, XPERTECHS

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One size doesn't fit all. Choose the plan that's right for you.

		Premium	Premium+
On Call Solutions Service	You get all the benefits of our <i>oncallsolutions</i> program – quick response, friendly service, and the best engineers in the business.	●	●
No onsite minimums	We waive the regular 4-hour minimum for all onsite visits.		●
Access to help desk	Our 24/7 help desk is staffed by our own skilled engineers. You'll never be without support again.		●
Free remote 24/7 network monitoring	Our state-of-the-art remote monitoring system lets us know about problems with your network, systems and applications before they affect you. We even check for failed backups and overdue security patches on your servers.	●	●
Asset management	Our automated inventory management tools scan your network and produce a detailed list of your hardware and software, across networks and systems.		●
Quarterly preventative maintenance	Quarterly preventative maintenance is a bare minimum for any network with at least one server. We check every log, suggest operating system updates and security patches to your server and networking equipment.	●	●
Monthly preventative maintenance	Monthly maintenance is the best method we've found for decreasing downtime and unscheduled visits. Our checklist goes through each network device in detail and makes sure they're up to date and secure. If not, we provide a detailed priorities list for you of critical and pending issues.	●	●
Monthly Analysis Service "Virtual CIO"	If you've ever wanted to know what issues may be causing existing or future problems, this service is critical to your business success. Virtual CIO summarizes critical issues based on data collected from your environment, as well as provides recommendations on how to resolve issues that could affect performance. Virtual CIO also provides you with direct access to our most senior engineers – certified Microsoft engineers and certified great listeners. Their goal is to make technology work for you – not against you.	●	●

About XPERTECHS

XPERTECHS is an IT solutions firm that designs, builds and manages enterprise application infrastructure. Supplying only the 'best of breed' software and hardware products for our clients, XPERTECHS specializes in developing customized technology solutions for growing businesses. Hundreds of organizations have chosen XPERTECHS as their "Total Solutions Partner", because XPERTECHS is a leader in scalable systems, secure networks, strategic services, and proactive monitoring. We rapidly implement solutions that meet your goals and manage each aspect of LAN, WAN, IPT, Internet and Intranet services.

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