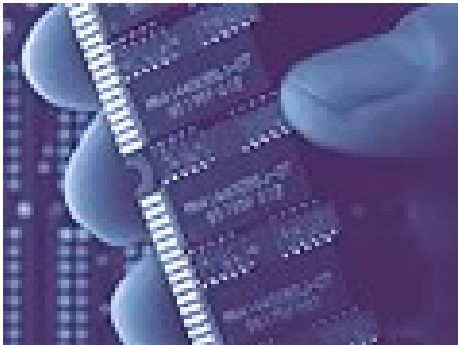


XPORTECHS takes the “mystery” out of IT – combining business savvy with a superior technical tool to optimize the performance of the infrastructure underlying your critical business processes.

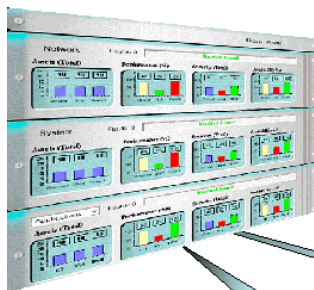


- Enhance uptime and availability
- Avoid outages
- Prevent lost data
- Reduce operations costs and risks
- Enhance response time, minimize time to repair
- Assure happier users
- Scalable and flexible IT resource

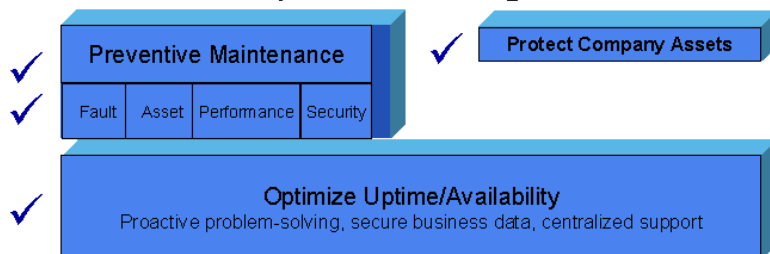
XPORTECHS is committed to helping businesses reduce IT risk by keeping their corporate data and network systems running around the clock. The **XperCARE** Network Management solution is designed to assist clients in maintaining and supporting their network infrastructure.

The Heart of XperCARE

XperCARE incorporates critical monitoring technology as well as access to a Web-based GUI and printable, exportable reports. **XperCARE** “predictive problem-solving” technology continually monitors and secures your environment across networks, systems, and applications. The system alerts you via phone, pager, or email, enabling rapid identification of problems based on user-defined thresholds that map to the needs of your specific environment.



The XperCARE GUI enables you to pinpoint potential service issues at a glance and isolate and resolve problems promptly, significantly reducing downtime.





Deliverables:

- Electronic analysis and documentation of trends over a reporting period
- Written summary analysis of reports and call history
- Ability to plan for and justify additional capacity needs based on report analysis
- Documented history of network performance
- Quarterly review and planning meetings

XPORTECHS

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Part of effective time management is distinguishing the urgent from the important. Balancing time and energy helps ensure that your important activities are getting the attention they deserve. When it comes to networks, the most time and resource-intensive activity is day-to-day network maintenance. These activities constantly scream for attention, making it easy for your IT staff to get bogged down with routine maintenance tasks. **XperCARE** utilizes best practices and technologies that focus on targeting the root cause of problems before they degrade service – in contrast to simply detecting a problem as it occurs.

Report Summaries

XperCARE provides monthly summary reports that document ongoing service levels and improve future planning through expert IT analysis. Once a client subscribes to **XperCARE**, XPORTECHS technicians will begin to customize response levels and assign responsibility by device. Thus, **XperCARE** enables clients to evaluate thresholds and event alerting so that its IT staff is only notified about conditions that are relevant to IT performance. Reports summarize the alerts and events noted by **XperCARE**, review the network baseline and compare statistics to identify trends that may signify future capacity issues. As with all **XperCARE** services, reports are provided via the Web in concise, easy-to-understand formats.

“Technology needs to be designed
and implemented to shape itself to users
and their business objectives...
not the other way around”.

Jim Kline, IT Director, Baltimore Orioles