



## Managed Information Technology Services

*Plagued by system downtime, viruses, spyware, losses of productivity, and every other excuse for why the computer system you rely upon to run your business is not working consistently and as expected?*

*These distractions are unnecessary and very expensive.*

# Proactive, Flexible, Affordable, Managed

Softsource understands this. We also know that businesses are constantly challenged by the task of managing the demands of growing their business while coping with continuous technology challenges.

Our focus is to keep your systems operational and available so that you can focus your efforts on the demands of growing your business, managing costs and increasing revenues. We want to help you realize the productivity gains and ROI you have been expecting from your computer systems.

Entrada from Softsource consists of various service level offerings that provide affordable proactive IT management and support to growing businesses. Utilising our unique framework for providing managed IT services, Softsource provides a range of proactive services to keep your computer systems up and running and your people and business productive.

It's not just about monitoring, that just lets you know something is wrong.

It's not just about remote access to your systems to troubleshoot issues.

It's about a proactive preventative approach to keeping your systems up, running and available.

That's why our managed IT services utilise a series of 'Best Practices' we have developed over our years of experience.

Best practices for activities such as:

- Spyware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Backup & Disaster Recovery
- User Policy Enforcement
- A variety of other automated procedures to ensure your systems are running and your people are productive

*20 million person-days per year are lost due to technology failures – a cost that few businesses can afford. Any business supported by technology should look at both direct and indirect costs.*



# Information Technology Services

A study by the Gartner Group has revealed the following:

- Cost of an unmanaged Windows XP machine over 3 years  
\$ 5,309
- Cost of a managed machine over 3 years  
\$ 3,335
- \$ 1,974 – Cost Savings of a managed machine

If you have 20 computers running Windows XP in your business, that is a cost savings of nearly \$ 40,000 in a 3 year time period.

\* as reported in Network Computing Magazine  
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By utilising technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently without fail.

As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any impact on the business.

Proactive managed services eliminate the scenario of calling and waiting for the 'computer guy'. Potential issues and problems are prevented. Systems and people remain productive and working. In the case where problems do occur, response times can often be within minutes.

Consistency is the cornerstone of Entrada Managed Services.

Consistency creates reliability and renders no surprise expenditures or billings. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Each program is based upon the following:

#### Entrada Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

To keep you informed, you will receive regular communication and executive reports to let you know the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

#### Entrada Benefits

- Reliability
- Security
- Consistency
- Productivity Gains
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our Goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs.

Softsource provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. Softsource uses advanced processes, tools and methodologies, to deliver superior services that match your needs.

You can choose from a variety of service plans that range from routine server maintenance through to complete IT management. Softsource will help you turn your data networks into an effective, efficient component of your growing business.



<b>Bronze Service Level</b>		
<p>Comprehensive Server Management</p> <p>Across all three plans we are offering comprehensive server management that keeps your servers running, available and secure</p>	<ul style="list-style-type: none"> <li>• Security Patch Management</li> <li>• Virus Protection Management</li> <li>• Backup Management</li> </ul>	<ul style="list-style-type: none"> <li>• Firmware Management</li> <li>• Service Monitoring &amp; Notification</li> <li>• Event Log Monitoring</li> </ul>
<b>Silver Service Level</b>		
<p>Provides additional basic services for your workstations to keep them secure and to notify us of any imminent problems</p>	<ul style="list-style-type: none"> <li>• Security Patch Management</li> <li>• System Log Monitoring</li> <li>• Virus Protection Management</li> </ul>	<ul style="list-style-type: none"> <li>• Daily System Audits</li> <li>• End User Support Portal</li> <li>• Monthly Management Reports</li> </ul>
<b>Gold Service Level</b>		
<p>The ultimate protection to keep critical workstations and users operational. This level provides more advanced security measures for dealing with malicious threats, establishes baseline policies, asset tracking and changes, software rollout and upgrades. Overall health of the workstations is managed</p>	<ul style="list-style-type: none"> <li>• Security Patch Management</li> <li>• System Log Monitoring</li> <li>• Virus Protection Management</li> <li>• Daily System Audits</li> <li>• End User Support Portal</li> <li>• Monthly Management Reports</li> <li>• Application Deployment</li> <li>• Application Addition &amp; Change Notification</li> </ul>	<ul style="list-style-type: none"> <li>• Security Log Monitoring</li> <li>• Application Log Monitoring</li> <li>• Bandwidth Usage Tracking</li> <li>• Asset Management</li> <li>• Report Generation</li> <li>• Remote Management</li> <li>• End User Remote Assistance</li> <li>• Desktop Policy Enforcement</li> <li>• Disk Management</li> <li>• Backup &amp; Disaster Recovery</li> <li>• Hardware Change Notification</li> </ul>