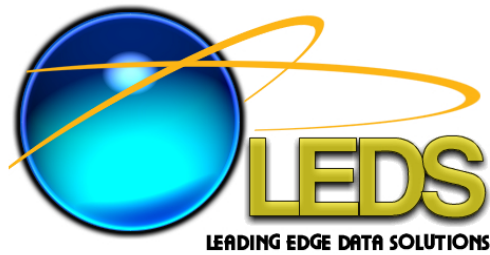


Managed Information Technology Services



> Proactive > Consistent > Affordable



FOR ALL YOUR COMPUTER NEEDS!

(941) 757-0160

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It's Like Having Your Own IT Department



System downtime, viruses, spyware, losses of productivity.... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.

Proactive, Flexible, Affordable, Managed

At LEDS of Sarasota, Inc., we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

Managed Services from LEDS of Sarasota, Inc. consists of various service level offerings that provide affordable proactive IT management and support. Utilizing our unique framework for providing managed IT services, LEDS of Sarasota, Inc. provides a range of proactive services designed to optimize your technology investment and maximize the productivity of your people and business.

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

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

It's about a proactive preventive approach to IT systems management

This is possible through the use of a series of "Best Practices" that we have developed over years of collective experience.

Best practices for tasks such as:

- Spyware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Backup and Disaster Recovery
- User Policy Enforcement

Best practices that are embodied in an automated state-of-the-art infrastructure that gives you immediate response time, access to resources and proactive solutions.

Our technology expertise becomes your competitive advantage.

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DID YOU KNOW?

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 consider both direct & indirect costs.



Businesses are often shorthanded when it comes to fully leveraging technology, and are often frustrated because their IT staff is spending too much time simply keeping their IT systems up and running. They would prefer to be using their resources to perform more strategic tasks which can have a greater impact on their business rather than simply reacting to problems.”

Jeff Kaplan, THINKstrategies, Automating and Optimizing Service Delivery Performance

Proactive IT Management

By maximizing the benefits of technology, daily, weekly and monthly, IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently and 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.

Consistency creates reliability which results in predictable costs. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Consistency is the cornerstone of Managed Services.

Managed Services Features

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

We keep you informed by providing regular communication and executive reports covering 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.

Benefits of Managed Services

- 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

LEDS of Sarasota, Inc. provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. We use 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 system maintenance and management to complete IT outsourcing. We will help you turn your data networks into an effective, efficient component of your growing business.

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A proactive, preventative approach to IT management.

Let LEDS of Sarasota, Inc. help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

LEDS of Sarasota, Inc. – Managed Services - OPTIONS

MULTIPLE SERVICE LEVELS FOR WORKSTATION, SERVER AND NETWORK MANAGEMENT

Our comprehensive Workstation, Server and Network level services are designed to keep your systems and personnel productive. Each program provides comprehensive levels of coverage with the Gold plan including after-hours coverage, and the Platinum plan including unlimited on-site support.

PC Management *

24 x 7 Support

- Unlimited telephone support
- Unlimited remote support
- After hours support (5 pm – 8 am)
Gold and Platinum Plans
- Unlimited on-site support
Platinum Plan

Maintenance

- Asset Management
- Case Management
- Desktop optimization and management
- Spyware and adware prevention
- VPN client management
- Backup and Disaster Recovery**

Security

- Anti-virus software management and updates
- Software patch management

** Initial setup cost is \$10 per workstation and \$50 per server. (This charge will be waived with a 1-year agreement).*

***For automated advanced data backup, the purchase of additional hardware may be necessary. Off-site storage is available at an additional charge.*

Server and Network Management *

24 x 7 Support

- Unlimited telephone support
- Unlimited remote support
- Service availability monitoring
- After hours support (5 pm – 8 am)
Gold and Platinum Plans
- Unlimited on-site support - *Platinum Plan*

Maintenance

- Microsoft patch management
- Event log monitoring
- Log file maintenance
- Drive space monitoring
- Printer setting management
- Backup and Disaster Recovery**
Gold and Platinum Plans

Security

- User account administration
- File sharing permission administration
- Security administration
- Virus definition and prevention

Application

- Backup monitoring and administration
- Microsoft Exchange maintenance and administration - *Gold and Platinum Plans*
- Major database/critical application monitoring and support - *Gold and Platinum Plans*

Network

- Router Management
- Anti-Virus Management
- Firewall Management
- VPN Management