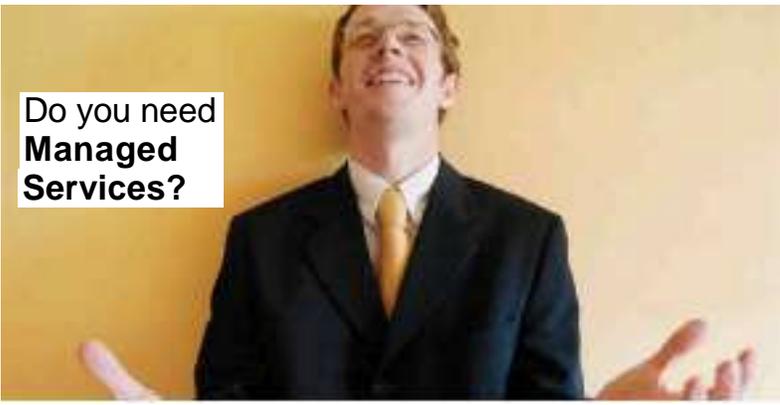


Do you need  
**Managed  
Services?**



# TechNet Express

T-CARE MS REMOTE MANAGEMENT PLANS

Tallgrass Systems Ltd. Call  
Toll-Free 800-475-3434

[www.gotnx.com](http://www.gotnx.com)  
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## Managed Services: Features and Benefits Overview

**Your business success** depends on your IT infrastructure. You need TechNET Express! Group to deliver proactive services that not only keep your network up and running, but running effectively and efficiently.

**TechNET Express! Group** complete "managed services" package means that you will see increased performance, security, and reliability - immediately, and at an affordable price.

### FEATURES

#### 1. Quick Response

- TechNET Express! Group can monitor what issues are affecting your network, and will respond before they become critical - such as a server running low on memory
- Automatic alert dispatch to TechNET Express! Group guarantees a quick response to problems at your site

#### 2. Security Monitoring

- Alerts from TechNET Express! Group on attempted network access by unauthorized users
- Software content control allows you to ban high-bandwidth interactive games or illegal peer-to-peer file sharing which monopolize business resources and promote viruses and Spy ware
- Extensive security reporting gives you a bird's-eye view of your entire network's security
- Patch inventory ensures your operating systems are up to date and not exposed to vulnerabilities

#### 3. Graphical Performance Reporting

- Scheduled executive reporting, automatically generated and sent directly to your e-mail address
- Easy-to-understand graphical reports with "un/acceptable threshold" lines
- Makes capacity management and upgrade planning simple

### FEATURES

#### 4. Remote Management and Communication

- TechNET Express! Group can minimize disruptions to the work environment by remotely resolving issues using a secure VPN system
- If an issue arises that requires on-site assistance, prior in-depth knowledge allows us to send fully prepared specialists who can resolve the issue faster than ever before
- Network services monitoring and alerting (POP3, HTTP, FTP and others)
- Very low bandwidth requirements - does not slow down your network response time what issues are affecting your network, and will respond before they become critical - such as a server running low on memory

#### 5. Detailed Site Level Inventory

Up-to-date hardware, software and patch information - automatically collected, 100% accurate - can be used for insurance claims in case of flood, fire or theft

- **Visits from TechNET Express! Group shift from fixing problems to cooperatively managing your network's growth**
- **Maximize the life of existing hardware and minimize unnecessary expenses by reallocating existing resources to where they are needed most**

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