



### Managed IT Services Deliverables

**Premier Care**  
(per user)

**Select Care**  
(per device)

#### Access and Availability

<b>Guaranteed Response</b> time that works for your business	✓	✓
<b>Proactive Monitoring and Maintenance</b> for your most important devices	✓	✓
<b>Automated Patching</b> for your Windows based devices so your team can focus on running your business without skipping a beat	✓	✓
<b>Inventory Reporting</b> on active assets so your environment is at your fingertips	✓	✓
<b>Service Ticketing System</b> with portal access so requesting support is easy and convenient	✓	✓
<b>Discounted Rates and Priority Scheduling</b> with our Project Teams for your technology improvements	✓	✓

#### Expertise

<b>Dedicated Account Manager</b> to serve as your technology advocate and help you navigate your customer service and technology requests	✓	✓
<b>Dedicated Technical Resource</b> to understand your environment, perform maintenance and provide end user support	✓	✓
<b>Unlimited Access</b> to Tier 1 remote support to keep your users efficient	✓	✓
<b>Unlimited Access</b> to Tier 2 and Tier 3 support available to be dispatched to help you with deeper technology issues or emergencies	✓	
<b>Vendor Coordination</b> around technology issues. Telephones, time clocks, and internet providers can all cause IT headaches	✓	
<b>Active Directory Health Monitoring</b> because we have the staff to ensure that you are following best practices	✓	
<b>Warranty Management</b> for your mission critical devices and software	✓	
<b>30 Day Free Loaner Server</b> in emergency situations	✓	

#### Security

<b>Vulnerability Testing</b> with a remediation plan, to make sure you have the opportunity to address security vulnerabilities before they are exploited	✓	
<b>Anti-Spam</b> to keep threats out of your inbox	✓	
<b>Anti-Virus</b> on your workstations and servers to add an important layer of security on your high traffic devices	✓	
<b>DNS Security</b> for an additional layer of protection	✓	
<b>Firmware Upgrades on Firewalls</b> as to ensure that your perimeter devices are as secure as possible	✓	
<b>One Hour of Security Attestation Questionnaire Assistance</b> to help your team with your compliance needs. Need more help? You'll get discounts and priority scheduling with our Compliance Team	✓	

A commitment to doing the right thing, expertise beyond infrastructure and vendor-neutral IT Leadership—that’s the Winxnet difference. With great people and clear IT deliverables, support from Winxnet can help your team achieve their goals and keep your budget on track.

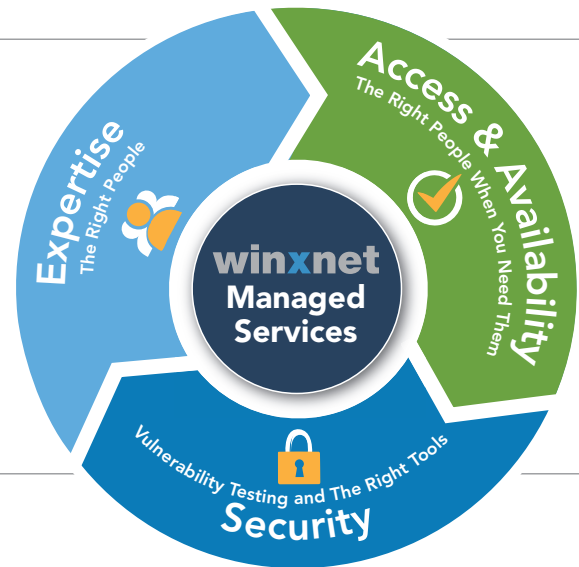
## How Can Managed Services Help Your Business?

Managed Services helps organizations control IT costs, manage tactical operations more efficiently, reduce unscheduled downtime, and allocate in-house IT resources to higher value initiatives. The need for ongoing IT services delivered at a predictable, fixed monthly fee extends beyond what can be remotely monitored and managed. Managed Services helps cover the breadth of responsibilities required to keep your environment efficient and productive.

**Winxnet’s approach to IT solutions is fundamentally different.**







### The Winxnet Difference Provides Your Team With:

- Expertise beyond infrastructure
- Commitment to doing the right thing
- Vendor-Neutral IT leadership
- A security-minded culture
- Strategic alliances that support all of your technology needs
- A true business partner
- Global experience with local presence



### What Does Expertise Beyond Infrastructure Mean?

Solutions to Address All Technology-Related Needs

 <b>IT Outsourcing &amp; Managed Services</b>	 <b>Cloud Services</b>	 <b>Systems &amp; Architecture</b>	 <b>Security &amp; Compliance</b>	 <b>Application &amp; Data Management</b>	 <b>Strategic Consulting</b>
<p>MONITORING AND MANAGEMENT OF</p> <ul style="list-style-type: none"> <li>• Network, systems and devices</li> <li>• Security</li> <li>• End User Helpdesk</li> <li>• LOB Applications</li> <li>• Databases</li> <li>• Vendors and Procurement</li> <li>• Warranty Management</li> </ul>	<ul style="list-style-type: none"> <li>• Hosted Applications</li> <li>• Hosted Infrastructure</li> <li>• Virtualization</li> <li>• Security</li> <li>• Redundancy</li> </ul>	<ul style="list-style-type: none"> <li>• Networking</li> <li>• Public and Private Cloud</li> <li>• Storage</li> <li>• Virtualization</li> <li>• Wireless</li> <li>• Mobility</li> <li>• Unified Communications</li> </ul>	<ul style="list-style-type: none"> <li>• Managed Security Services</li> <li>• Managed Compliance Services</li> <li>• Security Strategy</li> <li>• Risk Assessments</li> <li>• Security Testing</li> <li>• Software Security</li> <li>• Security Training</li> <li>• Regulatory Compliance (HIPAA, GLBA, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Custom LOB Software</li> <li>• Custom Utility Applications</li> <li>• Business Intelligence</li> <li>• SQL Databases</li> <li>• Websites</li> <li>• Web and Mobile</li> <li>• Applications</li> <li>• SDLC/ALM</li> </ul>	<ul style="list-style-type: none"> <li>• IT Leadership</li> <li>• Strategic IT Planning and Budgeting</li> <li>• Mentoring and Team Management</li> <li>• Business Process Consulting</li> <li>• Healthcare Clinical and Business Consulting</li> </ul>