

## eDrivium Outsourced IT Support for SMBs

Setting up a perfect network and ensuring that it stays that way are two entirely separate activities. Whether you have in-house technicians or not, eDrivium can provide the required maintenance, expertise, and proven processes for your network to remain in optimal working condition.

By taking the worry out of basic maintenance and ongoing updates to your network, eDrivium's Outsourced IT Package provides you with the benefits of a full service, in-house IT department without the expense or overhead associated with hiring extra staff.

eDrivium will provide peace-of-mind that the network and hardware is well cared for to mitigate the risk of downtime and the resulting loss in productivity.

### Outsourced IT

eDrivium outsourced IT service and support provides peace-of-mind that the network is maintained and issues are rectified while still keeping costs low and affordable.

To that end, eDrivium can design a custom support plan to meet the immediate needs of your organization or you can take advantage of our SMB package below.

eDrivium's SMB support package includes 36 hours per month of networking assistance to maintain the existing infrastructure and guarantees you the best eDrivium rates for additional support or project work.

Month 1, eDrivium will provide a technician on-site up to 3 days per week to learn and document the existing infrastructure.

In the following months, 1 day per week will be spent maintaining your infrastructure and eDrivium's support team will be on-call 8x5 to handle emergency support issues.

eDrivium will set up remote access to up to 5 servers and up to 35 workstations.

### Cost / Terms

The cost for this service is \$1,900 per month pre-paid monthly plus a \$2,000 set-up fee.

Conditions apply.

### The scope of service includes:

- Maintaining up to 35 PCs
- 1 spare PC on-site for emergency use
- Server health monitoring
- Troubleshooting Win2K issues
- Maintaining printers and network set-up
- Backup and recovery review
- Virus Updates
- Operating system patches & updates
- Internet security & Firewall updates
- Firewall log reviews for anomalies
- Network vulnerability testing
- Bandwidth assessment
- Server hard drive performance optimization
- Password updates & management
- User account management

### Benefits

- Low-cost
- Minimizes unexpected network downtime
- Peace-of-mind with a worry-free network maintenance solution
- Decreases costs compared with maintaining all in-house IT staff to support your network
- Compliments existing in-house IT support staff
- Reduces overhead to perform repetitive monthly tasks
- Network specialists can provide orderly and planned increases in capacity and bandwidth to match needs of your company
- Security specialists can maximize your security and will properly maintain the network security infrastructure

## eDrivium Customer Service

At eDrivium, we understand that navigating through the maze of ever-changing technology is challenging for a business of any size but especially so for those with limited in-house IT resources.

To that end, we provide effective and reliable IT solutions for small-to medium-sized businesses. Specializing in out-sourced IT services and packaged solutions and support for networking and security, eDrivium is unlike other IT consulting firms. Our work ethic and strategy-oriented culture demands that we see the entire business picture, aiming for long-term impact versus focusing on the latest product trends or just our portion of your IT landscape.

With in-depth expertise and hands-on experience managing complex projects for companies around the globe, eDrivium provides a commitment to excellence in handling a wide range of critical network challenges including:

- > Network Security
- > Networking and cabling
- > Remote and On-site technical support and managed service
- > Collaborative Technologies
- > Network Availability
- > Other Specialized Services

At eDrivium, our mission is to protect and enhance the value of your business. eDrivium will design, maintain, and strengthen the technological backbone and the long-term support structure of your organization.

Canadian businesses rely on eDrivium for their IT needs. We help our customers meet critical technology issues as they adapt to the ever-changing digital economy. Customer satisfaction is our top priority and we consistently exceed our customer's expectations.

Whether you have existing in-house IT support or not, our technical staff integrate with your team to create the technology maintenance and support structure required to run your business most effectively.

The eDrivium process of information gathering, documentation generation and providing recommendations minimizes financial output while ensuring that your network has a solid foundation and ongoing support structured to meet your specific business requirements.

Our staff members have a deep knowledge of current and emerging technologies and hold professional certifications from leading software and hardware providers. We take pride in our technical expertise and that pride shows in our teamwork and technical solutions.

Whatever the deadline, whatever the hour, we deliver IT solutions that allow your organization to maintain a competitive advantage in today's ever-changing business environment.

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