

Proactive, Flexible, Affordable, Managed



Managed Services Overview
2009



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Plagued by system downtime, viruses, spyware, loss of productivity, and other challenges with the computer system you rely upon to run your business. Is your system not working consistently and as you had expected? These distractions are unnecessary and very expensive.

Proactive, Flexible, Affordable, Managed

At Digerati Group, we understand this. We also know that your business is constantly challenged with 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 revenue. We're here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

Support+ from Digerati Group consists of various service level offerings that provide affordable and proactive IT management and support. Utilizing our unique framework for providing managed IT services, Digerati Group offers 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, which only lets you know when something is wrong.

And it's not just about remote support for 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 utilize a series of "Best Practices" we have developed over our years of experience.

Best practices for activities such as:

- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Backup and Disaster Recovery
- File and network level protection
- A variety of other procedures to ensure your systems are running and your people are productive

Our technology expertise becomes your competitive advantage.

20 million staffed 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.

Support+ Proactive IT Management



By utilizing our technology, we can automate and schedule processes to ensure all tasks are completed and reported on 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 determine if it was justified?

Consistency is the cornerstone of Support+

Support+ Features

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

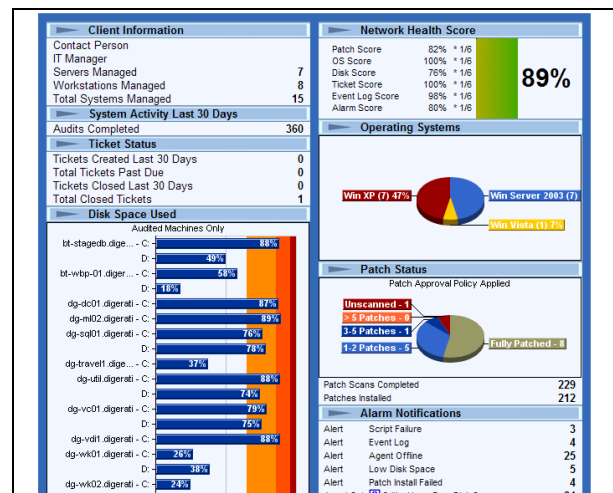
We keep you informed by providing regular communication and executive reports covering the overall health of your network and the benefits of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

Support+ 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.

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



Example of Executive Summary

A Proactive, Preventative Approach to IT Management.



The cost of an unmanaged machine is more than 3 times the TCO compared to a managed machine.

Support+ Desktop Management

Our comprehensive Workstation level services are designed to keep your systems and personnel productive. Each program provides varying levels of coverage based on user-desired results and budget without compromising quality.

| Support+ Service | Support+ Desktop Care | Support+ Desktop Total Care |
|---|-----------------------|-----------------------------|
| Security Patch Management | ✓ | ✓ |
| System Log Monitoring | ✓ | ✓ |
| Virus Protection Management | ✓ | ✓ |
| Daily System Audits | ✓ | ✓ |
| Scheduled Machine Maintenance | ✓ | ✓ |
| Asset Inventory Management | ✓ | ✓ |
| Monthly Management Report | ✓ | ✓ |
| NBD onsite response | ✓ | |
| End User Support Portal | | ✓ |
| Software Distribution | | ✓ |
| IT policy management | | ✓ |
| Application Additions and Change notification | | ✓ |
| Security log Monitoring | | ✓ |
| Application log Monitoring | | ✓ |
| 4 hour onsite response (13x5x4) | | ✓ |

Support+ Server Management

Our comprehensive server management services keep your servers running, available, and secure.

| Support+ Service | Support+ Server Care | Support+ Server Total Care |
|--|----------------------|----------------------------|
| Firmware Management | ✓ | ✓ |
| Critical Service Monitoring and Notification | ✓ | ✓ |
| Security Patch Management | ✓ | ✓ |
| Event Log Monitoring | ✓ | ✓ |
| Virus Protection Management | ✓ | ✓ |
| Daily System Audits | ✓ | ✓ |
| Scheduled Machine Maintenance | ✓ | ✓ |
| Server Availability Monitoring | ✓ | ✓ |
| Performance Monitoring and Alerting | ✓ | ✓ |
| Asset Inventory Management | ✓ | ✓ |
| Monthly Management Report | ✓ | ✓ |
| Security Patch Management | | ✓ |
| Help Desk | | ✓ |
| Daily System Audits | | ✓ |
| IT policy management | | ✓ |
| Hardware and Application Additions and Change notification | | ✓ |
| Custom Dashboard Portal | | ✓ |
| 4 hour onsite response | | ✓ |