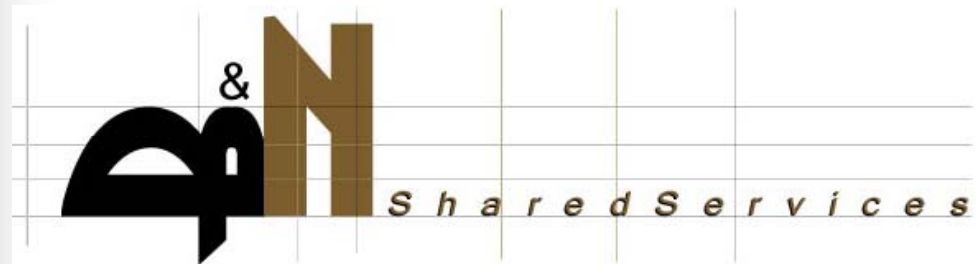


Service Line Overview



IT Support Services



IT Support Services

- Training & Tutoring
- System Maintenance
- Backup & Disaster Recovery
- Software/Hardware Support
- Virus/Spyware Administration
- Network Installation & Support
- Voice Over Internet Protocol (VOIP)
- Database and Tool Development



IT Support Services

- Software/Hardware support
 - Service
 - Upgrades
 - Installation
 - Maintenance
- Asset Tracking
 - Centralized inventory



IT Support Services

- Backup & Disaster Recovery
 - Data Recovery
 - Backup Solutions & Storage
 - Personalized Disaster Recovery Plan



IT Support Services

- System Maintenance
 - Prevention
 - User Productivity
 - Scheduled Service
 - System Downtime
 - Increase Lifespan Of Equipment



IT Support Services

- Network Installation & Support
 - Security
 - File & Print Sharing
 - Training & Tutoring
 - Routine Maintenance
 - Data Backup Solution
 - Firewall Configuration
 - Design & Implementation
 - Remote Access & Monitoring



IT Support Services

- Virus/Spyware Administration
 - Logging
 - Removal
 - Education
 - Prevention



IT Support Services

- Training (Systems & Applications)
 - Onsite
 - Web-based
 - Group Training
 - Teleconferencing
 - One-On-One Training



IT Support Services

- Voice Over IP
 - Design
 - Maintenance
 - Implementation
 - Training & Tutoring



IT Support Services

- Database & Tool Development
 - Tool Design
 - Application Strategy Development
 - Development & Implementation
 - Training, Tracking & Administration