

## Why Choose Managed Services?

Studies have shown that the average small-to-medium sized business loses thousands of dollars a year to ineffective IT spending, network downtime, lost productivity, security breaches, and information theft based on a reactive approach to technology. FPA delivers our technology services through a proactive Managed Service approach keeping your network up and running at optimal effectiveness and efficiency, with superior network performance, security, and reliability - all at an affordable rate. Managed Services allows you to pay a fixed fee for the level of technology services your organization needs while having access to FPA's proven processes, procedures, systems, methodologies, and people. Our goal is to improve the overall health of your network reducing your long term costs while improving your overall productivity.



- ✓ **Improve Network Health**
- ✓ **Increase Uptime**
- ✓ **Reduce Costly Interruptions**
- ✓ **Improve Staff Productivity**
- ✓ **Increase Asset Lifespan**
- ✓ **Level Off Support Costs**



FPA's Network Operations Center  
Woodland Hills, CA

*FPA Technology Services, Inc. has provided outsourced IT services to growing businesses since 1991. With FPA's "business first" approach, FPA prides itself on being a trusted technology advisor helping clients leverage technology to achieve their business objectives. FPA hires only the best and the brightest and with a variety of degrees and certifications. With FPA, it's about how we do what we do. It's about the value we provide to our clients. It's about removing the worry around IT. FPA effectively handles all of a company's technology needs, allowing our clients to focus on achieving their business objectives.*

**Business Before Technology™ - We Get IT!**

## Benefits

### Improved Network Health Increases Productivity

- Remotely address potential points of failure before they become critical events
- Automated management of critical Operating System and security patches improves stability

### Improved Speed of Remediation Reduces Downtime

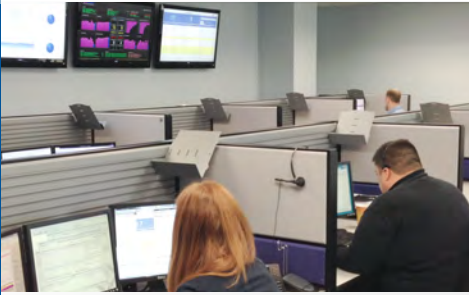
- Low level monitoring of network functions ensures complete knowledge of network performance
- Automated addressing of system generated alerts before they become problems
- 24x7 monitoring and alerting improves response time to issues (we know there's an issue before you do)
- When an onsite visit is required, automatic alerts guarantee a rapid response

### Reduced Vulnerabilities Increases Security

- Security monitoring provides alerts on attempted network access by unauthorized users before there's a break in
- Ban high-bandwidth usage games or illegal peer-to-peer file sharing that monopolize business resources
- Monitor and manage anti-virus and spyware issues
- Keep systems patched to ensure they're up-to-date and secure
- Address vulnerabilities proactively before they're breached

### Reduced Support Costs Increases Profitability

- Network support costs can now be more accurately budgeted
- Unlimited remote help desk support
- Monthly Network Performance Reports provide visibility
- Quarterly IT Status Meetings ensure proactive planning
- Online Executive Dashboard provides the ability to view the state of your network in real-time



**FPA offers services to meet any organization's needs...**

**ManageIT** for Businesses with inhouse IT staff

**ProtectIT** for Businesses without IT staff

### Fixed Fee Service Levels

#### ManageIT (for Businesses with IT Staff)

##### *Remote Network Monitoring and Management*

For businesses with IT staff, we provide our base, foundation of IT services by remotely monitoring all aspects of your network infrastructure 24x7x365, provide automated reports and statistics of network performance, and remotely and proactively manage, administer, and maintain your network infrastructure.

Our remote network management services include:

- Server Event Monitoring
- Application Event Monitoring
- Disk Monitoring
- Server UPS Monitoring
- Firewall Monitoring
- Printer Monitoring
- Network Performance Monitoring
- Switch and Router Monitoring
- Monthly Performance Reports
- Monthly Monitoring Reports
- Access to Your Own Online Executive Dashboard
- Access to our FPA Client WebPortal
- Remediation of Alerts
- Network / Active Directory Optimization
- Service Pack Deployment
- OS Patch Deployment
- Hard Drive Maintenance
- Virus Protection Management\*
- Spyware Protection Management\*

#### ProtectIT (for Businesses without IT Staff)

##### *Remote and Onsite Admin & End-User Support*

For businesses without IT staff, in addition to the services included in *ManageIT* we also actively provide onsite and remote end-user support services at a fixed fee. *ProtectIT* is our complete, unlimited support service level where we completely "own" your network.

Our fixed fee, worry free services provided include:

- Software Inventory Tracking
- Hardware Inventory Tracking
- IT Issue Tracking
- Network Documentation
- Software Licensing Compliance
- Annual Maintenance Tracking
- Procurement Services
- 3rd Party Vendor Management
- Unlimited Remote Help Desk Support
- Recurring Onsite Support Visits
- Workstation Replacement Services
- Smartphone Support
- Outsourced CTO Services
- Strategic IT Status & Planning Meetings
- Strategic Plan and Budget Creation
- Business Continuity Planning

\* May require additional specific software

© Copyright 2018, FPA Technology Services, Inc. All rights reserved. Reproduction in whole or in part without permission is prohibited. Third-party product names used herein are trademarks or registered trademarks of their respective owners.

