

ATTENTION SMALL BUSINESS OWNERS

THERE'S A NEW WAY TO TAKE CARE OF YOUR COMPUTERS!

Plaza Dynamics's PlazaSupportIT acts as your internal IT department to provide routine computer system maintenance for your **existing equipment** and includes **unlimited technical support** using our world-class remote support software.

With PlazaSupportIT from Plaza Dynamics, **we take responsibility** for all computer-related issues by providing a **single point of contact** and accountability for all hardware, software and computer-related services. Every aspect of your company network is managed through our office.

Your total **satisfaction is guaranteed**. If at any time you are not completely satisfied with PlazaSupportIT, you can exit the program with **no strings attached**. In fact, we'll even help you make the transition. We're confident that **you will be delighted** with our service.

WHY DO YOU NEED PLAZASUPPORTIT?

We find that our clients save money by proactively maintaining their computer systems instead of paying us to bring their computers back from a critical situation. Proactive maintenance combined with industry best practices minimizes cost, downtime and keeps employees productive.

PlazaSupportIT also gives your employees direct access to our helpdesk where our technicians solve up to 70% of all technical support issues remotely! Our quick response coupled with a comprehensive maintenance plan will dramatically improve the reliability of your computer systems and reduce your overall investment in computer-related services.

HOW DOES PLAZASUPPORTIT WORK?

PlazaSupportIT is delivered by installing a small application on each computer in your office. The application will connect securely over the Internet back to our host server. The application provides our engineers with the ability to monitor all of your computer systems, perform routine system maintenance and to deliver technical support directly from our office.

The software appears as a small icon in the Windows system tray. When your team needs assistance, they can double-click on the icon and request help or call our office at (888) 353-7531. All requests are sent directly to our helpdesk where the support team is immediately notified of your problem. Our technicians will respond by phone to remotely resolve the issue or to schedule a technician on-site. The entire process takes just minutes and we guarantee you won't find such an easy, reliable and timely service anywhere in the south east area.

A study by the Gartner Group revealed the following*:

Cost of an Unmanaged XP machine over 3 years: \$5309

Cost of a Managed XP machine over 3 years: \$3335

Cost Savings of a Managed Machine over 3 years: \$1974

If you have 20 computers with Microsoft Windows XP, PlazaSupportIT offers a savings of nearly \$40,000 over 3 years.

*Reported in Network Computing magazine, 9/2/2004 issue

PlazaSupportIT has been designed with Small Businesses in mind:

Proactive Maintenance –

PlazaSupportIT utilizes industry-recognized best practices to keep your computers secure and operating at maximum efficiency

World-Class IT Support –

We have invested in a support system that is normally found only in Fortune® 500 companies; we help Small Businesses experience the benefits of computer system automation and proactive maintenance.

Weekly and Monthly Reports –

You will receive scheduled reports via email with confirmation of all maintenance performed, problems resolved and recommended actions to prevent future issues.

Month-To-Month Agreement –

The PlazaSupportIT service is offered with a monthly agreement – we never use multi-year contracts.

No Cancellation Fees –

If you are not completely satisfied with PlazaSupportIT, you can cancel – at any time, for any reason – with a simple 30-day notice.

WHAT'S INCLUDED?

Plaza Dynamics understands your frustration at slow and unreliable computers and has developed a comprehensive solution to keep them secure and running smoothly. Plaza Dynamics will keep your servers, workstations, laptops and even remote systems optimized by performing daily, weekly and monthly maintenance. This service includes:

- Complete hardware, software, network and user audit
- Real-time monitoring of network, system hardware and Windows Event Logs
- Installation, configuration and maintenance of your anti-virus solution
- Deployment of Microsoft updates with rollback capability
- Installation, prevention and removal of spyware/malware
- Proactive maintenance and monitoring of hard disks
- Scheduled reports with asset inventory and performance history

PlazaSupportIT includes comprehensive monitoring of your systems and network-based equipment, as well as an inclusive management schedule that will keep your team productive.

PlazaSupportIT utilizes proven technology to automate many tasks and delivers the expertise of our entire company directly to your office.

PlazaDynamics's certified technicians will keep your servers up-to-date with the latest software patches, hardware firmware, and security fixes. By monitoring and recording the status and statistics of all the devices on a network, we can proactively plan for capacity issues, respond to changing needs and handle any problems before they become emergencies.

The most successful companies are those who know what they do best, and then hire outside experts to take care of the rest. By using outsourcing as an overall management strategy, company leaders can focus company resources on the primary business of the organization and move ahead swiftly.

Your total satisfaction is guaranteed. If at any time you are not completely satisfied with PlazaSupportIT service, you can exit the partnership. No strings attached. In fact, we'll even help you make the transition. That's how confident we know you will be delighted with our service.

Contact us today for a free, 1-hour on-site consultation to learn more about PlazaSupportIT from Plaza Dynamics.

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