

## Azul Services Managed IT Services



### KEY BENEFITS

- ✓ Gain access to friendly, knowledgeable and dedicated engineers who are available to assist your team from any location
- ✓ Maximize end user efficiency, productivity, and satisfaction
- ✓ Empower end users and increase technology confidence
- ✓ Decrease problem resolution time and overall technology frustrations
- ✓ Optimize desktop performance with regular maintenance and monitoring
- ✓ Ensure predictable and transparent IT support costs as your organization grows
- ✓ Enable key IT personnel to focus on strategic projects instead of computer issues

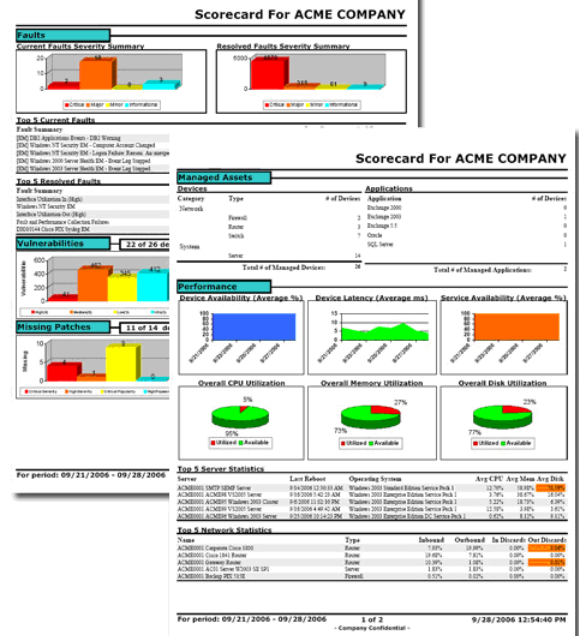
### AZUL SERVICES MANAGED IT SERVICES

The growing complexity of today's small business desktops – combined with an increasingly mobile and distributed work force and escalating end-user expectations – have made it extremely challenging for today's small businesses to support their users. Simply put, today's work force demands the highest levels of service and support regardless of location or time of day.

### MAINTAIN CONTROL

Azul Services has the ability to access the complete global desktop environment of its customers through a single "portal". Azul has complete visibility into hardware and software assets, allowing for unmatched levels of desktop management and service to end users on a consistent basis. You gain greater access to your computer inventory, as well as improved control for easier purchasing, upgrades, maintenance, and budgeting. Azul's solution ensures all your desktops have the most recent critical software patches, proper software licenses, are secured with updated Microsoft Security Patches, and updated anti-virus software.

*Service scorecards show you at a glance the status of computers throughout your network infrastructure.*





## AZUL'S MANAGED IT SERVICES FOR ALL YOUR SMALL BUSINESS NEEDS

### Resolution

For companies with limited to no in-house IT support, firms in high growth mode or companies with multiple offices.

### Management

This plan is best suited for companies with limited to no in-house IT support, in need of technology upgrades, and requiring extended support hours.

## Azul Services Managed IT Services

Azul Services provides a complete solution for supporting and managing the overall health of each computer in your company. Azul Services PC Services support plans ensure that your computers are functioning properly, protected, and secure against technology threats and disasters. Computers are in your office to help you run more efficiently and Azul Services ensures that is possible around the clock.

Azul Services offers Managed IT Services in two plans that range from remote only support to full support, including on-site and after hours support.

PC Services Offering	Resolution	Management
<b>End User Support</b>		
• Phone Support M-F 8x5	Time Block	Time Block
• Remote Control Support M-F 8x5	●	●
• Microsoft Application Support M-F 8x5	●	●
• On-Site Support M-F 8x5	Time Block	Time Block
• Emergency After Hours Support		●
<b>Remote Remediation</b>		
• 8x5 with 4-hour response time	●	●
<b>Maintenance</b>		
• Desktop Asset Management	●	●
• Desktop Performance Monitoring	●	●
• Desktop Optimization & Management	●	●
• Desktop Ticket Management	●	●
• Desktop License Management	●	●
<b>Security</b>		
• Desktop Vulnerability Scanning	●	●
• Virus Software Management		●
• Virus Software Monitoring		●
• Software Patch Management		●
• Spyware & Adware Monitoring		●