

RESPONZA

Information Technology Systems and Consulting

IT Made Easy

We manage your IT,
so you can run your business.

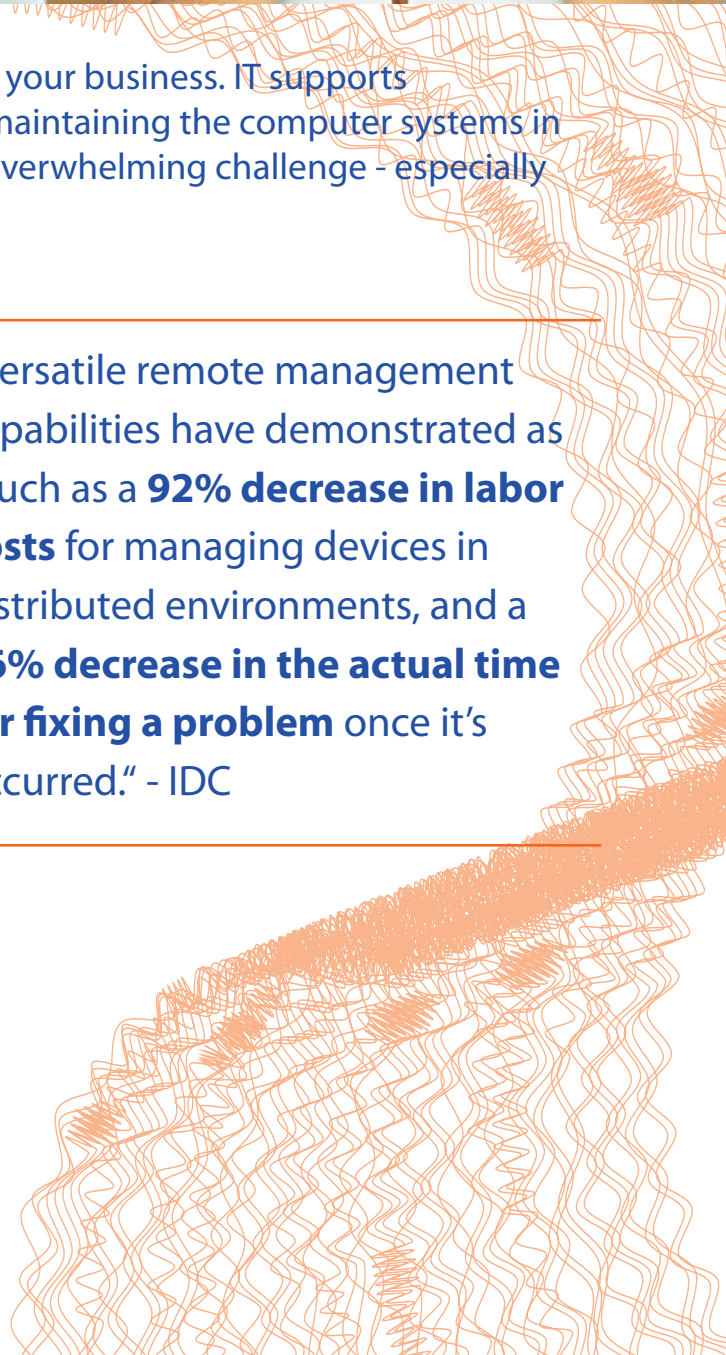
Your Information Technology (IT) infrastructure is your business. IT supports everything you do as an organization. However, maintaining the computer systems in small and medium businesses (SMBs) can be an overwhelming challenge - especially when it comes to today's complex systems.

Most business owners and IT managers struggle to deliver real business-value through IT because maintenance and operations takes as much as 70 percent of IT time and resources -- according to a recent survey by Microsoft. Owners and managers constantly look for ways to minimize the time and resources spent on computer maintenance and operations. They want to reduce this time-drain to increase their organization's focus on value-added activities that build revenue and reduce IT operational costs.

Responza Managed Services provides remote monitoring, alerting and problem resolution for our customer's computers from a central operations center. This allows us to help you improve the security and reliability of the computer systems upon which you depend.

Responza approaches IT infrastructure-management from a complete-solution perspective. We use proven tools and processes to ensure that every aspect of your environment is reliable, secure, and performance-driven.

"Versatile remote management capabilities have demonstrated as much as a **92% decrease in labor costs** for managing devices in distributed environments, and a **66% decrease in the actual time for fixing a problem** once it's occurred." - IDC



How it Works

Responza Managed Services frees business managers to focus their time on IT applications to help their business grow and become more profitable.

Responza Managed Services provides a suite of IT availability services, health checks, monitoring and remote support to identify and repair potential IT problems before they affect your business. We monitor customer IT systems anywhere in the world and resolve

problems proactively - almost always from our operations console without incurring the costs of onsite repair work. Customers receive recommendations for improving the stability and performance of their systems. They can even choose to have Responza manage their entire environment. Fully customizable, this suite can be tailored to fit the budget and unique requirements of our customers.

Responza solutions provide remote monitoring, alerting updating and support through:

Monitoring

Monitoring provides problem and performance-threshold monitoring as well as alert notification through email, portal or pager. This level of management service is the most basic, the least intrusive and requires the lightest level of integration.

Responza remote management is provided from a central operations center, based on our systems-management platform. Remote management eliminates the need for businesses to invest in and internal management platform and reduces the need for on-site operations staff.

Secured Operations

Automated operations builds on monitoring services with varying levels of automation to provide proactive desktop, server and network management resulting in better systems availability and more timely applications of patches and security updates.

**Proactive maintenance
beats reactive response...
*Every Time.***

Proactive Administration

Proactive administration provides day-today administration of a customer's IT infrastructure through remote operation processes. This service component can include deliverables such as database administration, problem resolution, change control and software administration.

The system includes a master console which is a window into your environment, to deliver critical operating information such as service levels, system performance, support status, and security status.

Responza Minder is our agent technology that delivers remote monitoring. Minder checks all systems and raises performance, system and application alarms. Minder securely sends these updates to the Responza operations center for action.

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Responza Managed Services provides:

- Performance, service and system monitoring for servers, applications, and networks.
- Collection, notification and escalation of IT alerts for responding to problems.
- Fault isolation and problem management as needed.
- Performance reporting of network and system trends, and expansion needs.
- Web interface for accessing performance, asset and problem status reports.
- Software management services to deploy updates or new software.
- Change management to ensure that only customer-authorized changes are implemented.
- Security services including firewall security, managed remote access, intrusion detection and vulnerability scanning.
- Disaster recovery and backup.

Benefits of Managed Service

Focus More Time and Resources on the Business Value of IT

A recent study by Microsoft indicates that SMB companies spend 70% of their IT budget and time to keep computer systems running properly; rather than on adding business-value with IT. Responza's remote managed services are designed to give this time back to you.

Our mission is to free business people from IT operations maintenance to focus on IT business-applications, and to significantly reduce the overhead associated with the maintenance and management of IT systems.

Reduce Risk

We manage the technology and deliver to you a functional IT plan that can be budgeted for and reported against. When new technology is available, we evaluate it and provide a business perspective on its value to you and your organization.

SMBs Dependent on IT

Today's SMB's are dependent upon IT services and the infrastructure that supports them. There are a number of reasons for this, virtually all of them having to do with business competitiveness.

For Example:

- The growing need to expand existing markets and tap new markets.
- The added efficiencies of automating software applications to capture what has been done manually in the past.
- The accelerating role of Web-based applications for communication, business transactions and information sharing.
- An expanding IT infrastructure enables unparalleled geographical reach, which enables entirely new kinds of business and consumer services.

Our customers leverage our best-practices and proven methodologies that have come from managing complex systems for diverse clients. You can be assured that your networks will remain available around the clock. And instead of spending time and money pursuing non-core functions, you and your staff can direct your attention to IT Initiatives that drive company revenue.

More Organizational Stability and Better Staff Alignment

Typical IT-support staff in SMBs change jobs frequently, are paid high salaries, speak “geek” and don’t have the depth of skills necessary to manage today’s complex systems. Most small and medium organizations cannot afford, find or retain the types of skills that their complex Microsoft and Linux environments require.

It is our responsibility to ensure that the systems are in-place to support your company.

We focus on IT infrastructure so that you can focus on business applications.

Lower IT Support Costs

Responza makes it easy to deploy, manage and maintain IT environments. By providing an integrated set of tools that automate management for desktops and servers, Responza lets customers reduce system maintenance and administration effort. This allows you to reduce the operation costs of IT while still delivering the IT resources that users need, when they need them.

More Efficiently Manage PCs and Simplify Server Management

Responza remotely configures, updates and troubleshoots PCs, servers and network devices without having to visit each device. Administrators can maintain IT environments tailored to the specific needs of each user or group of users.

Automated Software and Patch Management

Significantly reduce the time and risk of managing software updates and security patches, and instantly resolve conflicts to keep IT systems up to date. Responza tests all patches prior to updating customer systems.

More Secure Network

Network scanning quickly finds any security issues on PCs and server and identifies resolutions. This scan is run automatically from the Responza operations center.

Safer User Data

Responza Data Management ensures that user files and data are always protected, available from any location, and easily recovered in the event that local data is lost-all without administrator intervention.

Reach out to your Responza representative today

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