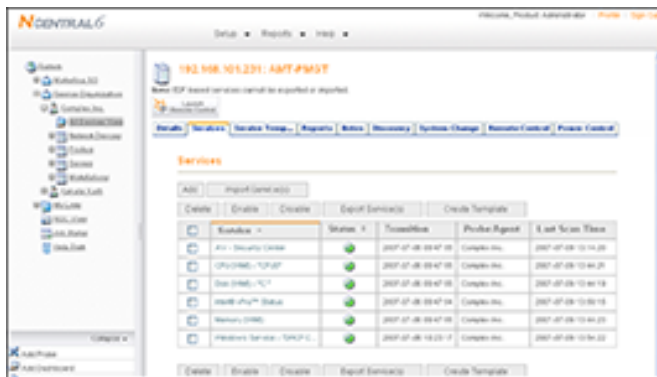




More Reliable Networks are our Business

Like all businesses, you depend on your network. Have you ever needed to send an important email or access vital information, but the system or data was inaccessible? Traditional support models have you call for help, and wait for a technician to be dispatched to troubleshoot the problem. In some cases, making multiple trips for parts! This model forfeits precious uptime for diagnosis, travel and repair - all on your dime. We've put an end to that.



"I would recommend SACA Technologies to any company that wants the highest personalized service for their technology and managed IT business needs."

Our responsive offering gives you the assurance that your organization's IT infrastructure receives the required level of support. Built on the strength of our suite of tools and our renowned customer service, we respond rapidly to changes in the health of your network and applications, and to your requests for help. Efficient troubleshooting means that we get you up-and-running faster than ever.

Our enterprise-class IT support and monitoring capabilities empower us to dramatically reduce the time it takes to diagnose and resolve network problems or failures. This translates into increased employee productivity and cost savings for you. In some cases, problems can be avoided before they even happen.

Do these issues plague your business?

- **Untimely network failures?** Not knowing what will fail and when, and then having to wait for a technician to arrive?
- **Email failures?** Has your email server ever been down when you need to send an important message or document?
- **Stuck in a break-fix nightmare?** Many service providers just address the symptoms of downtime, and not the root cause!

Program Advantages:

- **Prevention of network problems and failures:** Through early detection of impending issues, we can work to resolve many issues before they can affect your network and your employees' productivity.
- **Reduced network downtime through proactive maintenance:** Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.
- **Fast remote support and troubleshooting:** Remotely diagnosing and remediating network, server and desktop issues to help your employees resume their business activities as quickly as possible.



Program Features:

- 24x7 Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- Windows Patch Verification** checks if your PCs and servers are running the most recent versions of their Windows operating software, and provides reports and recommendations.
- Remote Backup Service** regularly backs up your critical data to a remote location and provides retrieval services should you need them.
- Preventative Maintenance** ensures that your servers, PCs and other vital network devices function optimally. This improves reliability and security.
- Network Monitoring** constantly tracks the performance of your network – bandwidth, errors and other key indicators. This means your users always experience a stable environment.
- Unlimited Helpdesk Services** assist your employees with any technology problems or questions that they have, and remotely resolve PC performance issues they may be experiencing.

Standard Features	Description
Unlimited Network Support	Unlimited maintenance, response and emergency support of your entire network
Complete Monitoring	In-depth health performance monitoring of all elements of your business' IT assets
24x7 Response	Technicians are available around the clock to resolve your IT support issues
Proactive Network Maintenance	Preventative maintenance plan with allowance for client support requests
Email & Messaging Services	Management of your email, spam filtering and mobile messaging services
PC Care & Maintenance	Ongoing preventative maintenance of your PCs to make them reliable and secure
Backup & Disaster Recovery	A managed backup and recovery plan to ensure your data is properly protected
Complete Server Monitoring	Monitoring of the health and performance of your servers and shared applications
Infrastructure Security	Ensuring your existing network security investment is doing its job
Projects and Integration	New rollouts, VoIP, integration, software upgrades, hardware installs – we do it all
Standard Network Reporting	Network health reporting and quarterly reviews with our experts
Priority Client Response	As a preferred client, you are awarded priority response levels to support issues



www.sacatech.com
 sales@sacatech.com
 (888) 603-9030