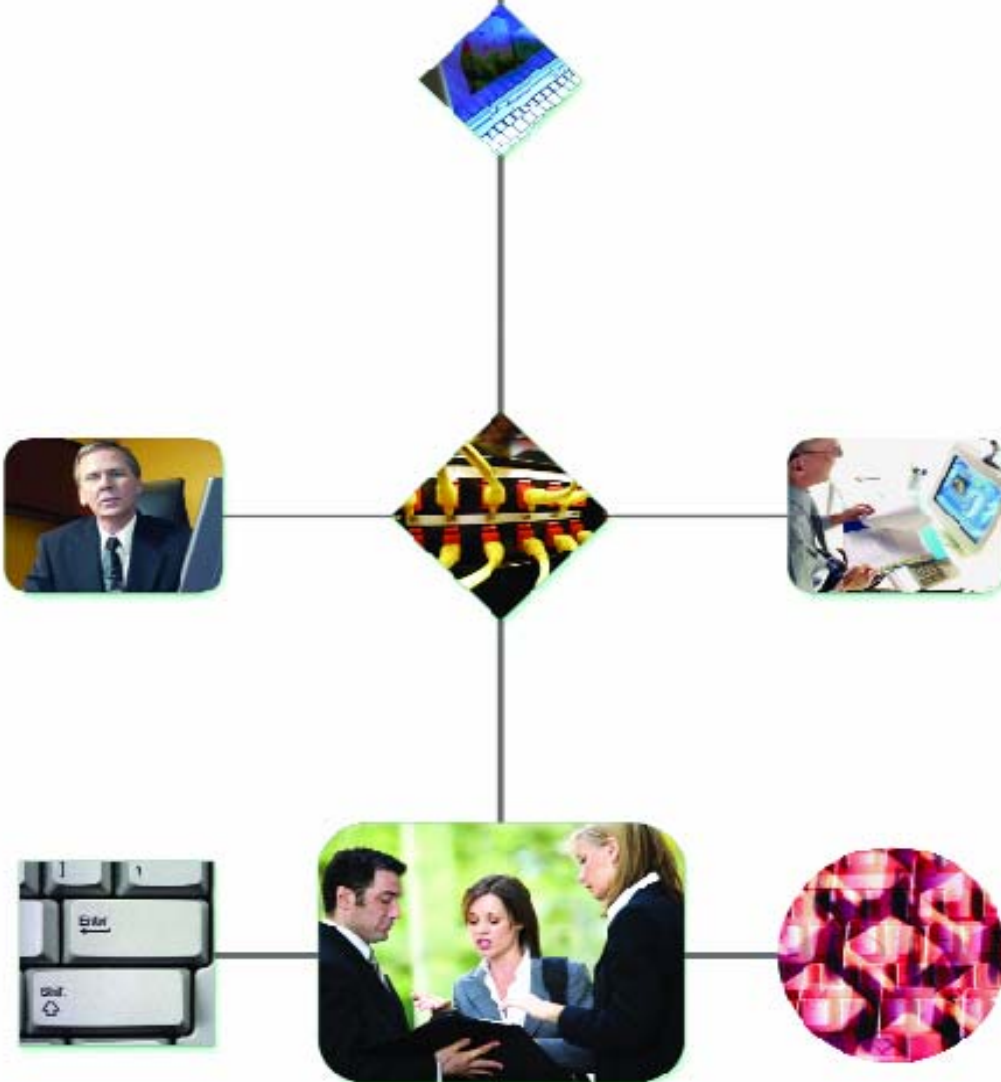


# Help Desk / Total PC Care

## OUR TECHNOLOGY & DELIVERABLES



**ROYATECH**  
The Technology You Need  
To Grow Your Business

A globe with a computer mouse and its cord.



# Executive Summary

**A**s a CIO, the decision to self-manage or to rely on a third party to manage and maintain your IT infrastructure has always been an important decision across industry. Being a head of IT infrastructure, your options are far from many. Your aim is to select a model that brings in maximum IT support, has a compelling ROI and is in line with business requirements.

**Robert Yamin**  
CEO  
RoyaTech, Inc.

# Our Introduction

**R**oyaTech, Inc. is a leading managed service provider of network, applications and services with expertise in voice, data, wireless, video, and Voice over IP (VoIP). We assess, design, build, deploy, and manage networks. Our network support capabilities range from simple IT moves, to Call Center application management to remote network performance management. All these capabilities assure that your networks operate at optimal performance with maximum cost-efficiency.

Today, IT managers at companies, both large and small, are increasingly overwhelmed trying to implement and maintain a complex environment of voice and data networks that must support multiple applications often spread over multiple locations in the U.S. and even abroad. Many IT environments are multi-vendor, multi-protocol, and multi-provider. Managing multiple service agreements and pricing plans can be cumbersome. To add to this complexity, user volumes and traffic are increasing as new applications emerge and are deployed.

Maintaining the level of expertise and tools in-house to meet the challenge of managing the IT infrastructure adds costs and defocuses valuable resources that could be directed at a company's core business, particularly in small and growing businesses.

RoyaTech, Inc. helps you control the largest single cost of business technology - the hidden costs of lost time and productivity due to technical problems. You get all the benefits of having a fully staffed IT department at hand for a tiny fraction to physically hire an in-house. Further more, we are at your service 24x7x365. You have just one number to call, no matter what the problem is.

You have a choice to select from our diversified packages that help control costs while still providing solutions to the network and computer problems that plague you most often. Our services are proactive; we anticipate and correct many problems before they occur. We remotely monitor 5,000+ aspects of every system's performance, around the clock, including security issues.

We provide world class services backed by the stability and knowledge of a pool of technical experts. Your business will receive computer, network and IT infrastructure care from a team of Technology Management Professionals - all for a Flat, Predictable Monthly fee.

Our clients range from small businesses and non-profit agencies to large companies including government offices. Give us a call today and see how we can help your organization simplify IT Management and liberate you to focus on your core business.

# Setting Expectations



**R**ecent technological innovations have driven companies of all sizes to outsource their IT infrastructure in order to focus on their core business. Small and medium businesses (SMB) are interested in outsourcing because of the inherent complexity of technology. Large enterprises choose outsourcing as a cost-reduction effort and to focus on strategic IT issues. This outsourcing trend has enabled service providers to offer enterprise-class services to their customers - thus relieving them of the financial and resource burdens associated with full-time IT infrastructure management.

The major challenge today is to identify an IT Service Partner providing you value-conscious services efficiently. You need an IT Service Partner that has a full-service portfolio and sets out a clear service Level Agreement (SLA) and has a technology advantage over others - organizations using state of art technology to serve your needs and derive dual benefits. You expect the IT Service Partner to be staffed with highly skilled manpower and have the muscle power to train and retain such staff over long time frames. Managed Service Providers that operates with industry best practices and has tight process layer compiling industry standards would be preferred over others.

Further, you would expect your MSP to offer a Pay-As-You-Go model with no capital outlay; Caters to your quick start requirements and adheres to SLA based service delivery. You want to do away with purchase of expensive framework tools and go through the subsequent headache of installation and integration of these tools into your infrastructure. Ultimately you would like to trust your money on someone who offers a managed service that complies with your enterprise security policy as able to share services data with you transparently.

And we are here to fulfill all your expectations. Trust our words and try us.



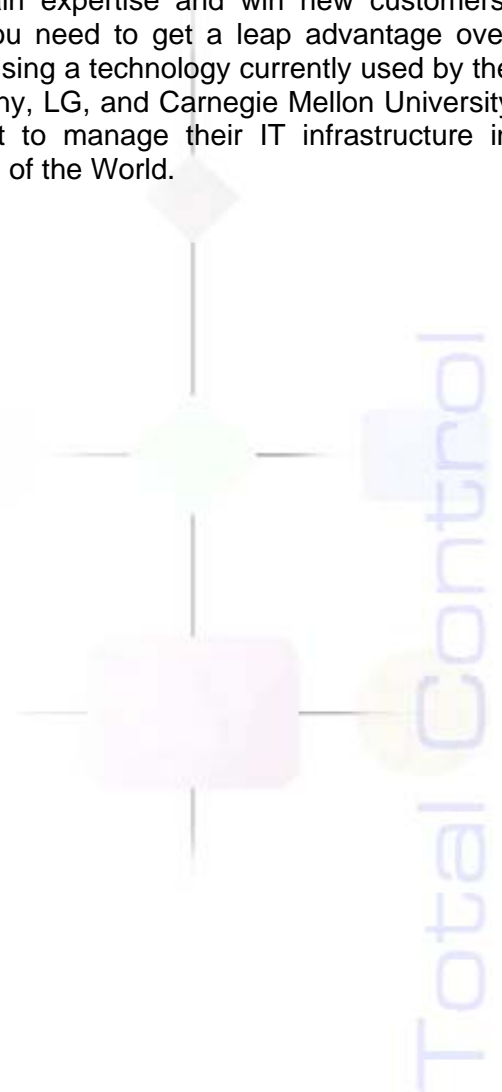
# Our Technology Advantage

**W**e use SAAZ - a technology framework, specially built for managed service providers from RoyaTech. SAAZ combines a remote management platform and a managed security services infrastructure. This infrastructure enables us to provide you complete IT infrastructure management services including security solutions to end-users - securely, proactively and in a cost effective manner. The platform architecture enables us to deliver services on Industry best practices and aggregates data into a web portal— your data related to assets, change management, alerts, trends, security, spam, reports on chats, browsing etc.

We manage remote networks securely across the Internet or any public IP network without the need for setting up a VPN or opening ports of the firewall. Our advance technology works transparently across NAT and cuts down the implementation complexities and time. Furthermore, it uses the SSH2 protocol in an outbound mode from inside the firewall, making it highly secured. Additional use of Certificates provides an extra-layer of protection over and above the encryption and security provided by SSH2.

Moreover, we offer a complete Life Cycle Management for IT assets like management and monitoring of desktops, servers, networks and applications. Our hosted security platform brings you unmatched combination of e-mail, web and IM protection without you having to install or purchase any new hardware or software, however protecting your network against viruses, spam, spyware, and inappropriate web usage. It also eliminates the need to purchase point products and piece them together to have a solution to address the full services market at the same time bring in the necessary standards to our services.

Your biggest benefit would be to expect service levels equivalent to rolling out a Top-Class Enterprise Management System within your organization without having to pay for the high capital outlay. Get a quick start without waiting for long implementation and training timelines. Work with the industries best practice and processes without having to learn them. We believe you should focus on your core business, reduce cost, increase profitability, gain expertise and win new customers. After all you need to get a leap advantage over others by using a technology currently used by the likes of Sony, LG, and Carnegie Mellon University who use it to manage their IT infrastructure in many parts of the World.



# Our Services



**R**oyaTech's goal is to provide complete IT asset Life Cycle Management, maximize system up time and minimize time to resolve issues if and when they occur. Our full services option provides comprehensive services for desktops, servers, networks, and databases including preventive maintenance for desktops, providing help desk services with a web based Trouble ticketing system.

You can choose our Desktop Preventive Maintenance Plan along with the Server Monitoring option to match your budget, if the full services portfolio goes beyond your budget requirements and you still wish to use our tools for in-house team to carry-out full services.

Whatever plan you choose, we can get you started immediately with minimal training and you have the option to quit within a quarter. You can rely on us for top-of-the-line consulting services for sizing and implementation of MS Exchange, Databases, VOIP lines and much more.

## **Desktop & Server Administration & Desktop Preventive Maintenance Services**

Our Desktop and Server administration provides services such as: routine user and group administration, setting up individual home directories and shares, configuring printers, sending messages to users, start/stop a service or a process and change properties. Most of the jobs are carried out remotely using a secure remote control provided by SAAZ. This provides us a unique secured methodology to take remote control of an ailing desktop as if your administrators were actually sitting at the user's desk.

Our tools can scour your IT environment (desktops and servers) to determine what is and what is not present in the Desktop & Server. You can figure out what Operating system, hot-fixes,

and applications the system has; what kind of processor, the amount of memory, how big is the hard drive the type of monitor, keyboard and a whole slew of greater esoteric items like network IP addresses, Ports, protocols and Adapter configurations, Shares, users names, group configurations etc.

All this information can be categorized and used during capacity planning discussions. We also provide change configuration reports, which help track the complete life cycle of an asset you may possess. Our full services include software deployment and OS upgrade services too.

Our desktop preventive maintenance services include regular maintenance of a desktop. Services included under this are: cleaning up internet debris and temp files once a week, update for latest antivirus signature everyday, weekly repair of registry and spyware removal and patch assessment and deployment of critical patches on each desktop on weekly basis.

You are kept informed on each and every action that is taken on your IT Assets including monthly reporting on Asset inventory, Asset change configuration, and details of preventive maintenance carried out on each asset including Trouble Tickets raised by end users and actions taken to resolve them.

## **Server Monitoring, Alerts and Notification Services**

TOTAL PC CARE OR HELP DESK provides an array of essential Server management services on a flat rate subscription basis to help you maximize your Server & Application uptime to keep productivity levels high.



# Our Services

We also minimize the daily hassles involved with using and managing technology, so you can get on with your business.

## **Our services include the following:**

- 24x7 monitoring
- Escalation & basic fixes
- Event log monitoring
- Back-up log checks
- Anti-virus log checks
- Server Availability
- Service Availability monitoring
- Monitoring for DNS, DHCP, and TS etc
- Basic response time monitoring
- Monitoring custom performance parameters
- Server health check and analysis of key trends
- Patch Assessment & management
- Service pack updates
- Log maintenance (both OS and Exchange)
- Virus definition & prevention
- Server tuning & cleaning
- Low priority services
- All calls related to server issues or application issues

We provide a rich reporting console to view base level and policy level analysis. You will receive reports related to Server Health Check comprising of server availability, resource utilization for CPU, Memory and Disk space; a Level 2 report comprising of Event log analysis and in-depth utilization analysis.

Apart from monthly reporting, we would provide a server error analysis report as and when errors are encountered along with trouble ticket information and escalations. Our performance reports for Oracle monitoring along with Executive reporting would provide you information related to Processes, Memory efficiency, Instances, Sessions, object maintenance, transactions, table growth and many more parameters.

## **Real-time Network monitoring, Alerts & notifications**

TOTAL PC CARE OR HELP DESK makes an attempt to know the problem by monitoring a network 24/7, before it is too late. We monitor a network for its link latency, packet loss, availability, traffic, bandwidth utilization; and device CPU load, memory and disk space utilization parameters.

Our monitoring tools provide a facility to configure traps for SNMP Events. Alerts would be sent when traps are received. With the help of a built in MIB compiler, our tool is ready to monitor any device router, switches, hubs, UPS etc so long as the MIB's are available from the equipment manufacturer.

We provide our customers with trend reports. Graphs can plot parameters like: Traffic, CPU Load, Voltage on a UPS and many more. Data is made available in Line, Bar, Pie and distribution formats for hourly, daily, weekly and monthly figures.

We can export this data to a data mining tool and provide comprehensive reports for capacity planning and analysis.



# Summary

**T**otal PC Care or Help Desk with its team of experts and its technical advantage is able to deliver very high quality managed services for IT infrastructure management. We can provide flexible plans to choose from based on your requirement and the budget availability. **We have been able to attend 93% to of the problems remotely and have an average resolution time of about 22 minutes.** Our Return on Investment (ROI) statement shows an in-depth analysis of how you can benefit by hiring us.

Let's analyze it together.



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Total Control