

INDEPENDENT SERVICES



Do these issues plague your business?

Wasted Time? Do your staff productivity levels drop dramatically during IT outages, interruptions, or inefficiencies?

Security Fears? Worried that vulnerable servers, laptops or PCs may be putting your organization or company data at risk?

Lost Data? What would be the impact of a hardware failure or if a laptop was stolen and critical business data was lost?

Untimely Network Failures? Not knowing what will fail and when, and then having to wait for a technician to arrive?

Regulatory pressures? Do you have to demonstrate compliance or provide audit data?

Fully Monitored System

We monitor the software to ensure it is always working, has the latest virus protection and will act immediately if there is an issue

Program Advantages:

Secure Network: We can ensure patches and antivirus updates for your PCs have been installed, prevent spam from reaching your network reducing the likelihood of your network being compromised.

Protected Business Information: Data backup services provide peace-of-mind knowing all critical business and customer data can be quickly restored.

Spend More Time Working: We can be your networking watchdog, enabling you to focus on your core business activities instead of managing a network or its problems.

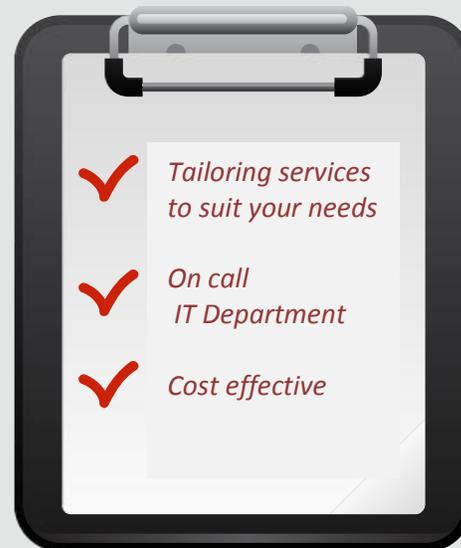
Be Compliance Ready: Ensure that all of your Regulatory Compliance Reports are in place and avoid the huge audit fees and fines.

Flexible IT Solutions for the Right Price

Your technology needs to be as flexible as your business, so we developed our Independent IT support program. The independent program allows you to customize your support and service needs directly related to your critical business services, all at a cost effective price.

This offering allows you to select individual services that meet specific needs within your business. You may not need a fully outsourced IT department, but everyone needs to avoid viruses, backup failures, and wasted time on emails you should have never received.

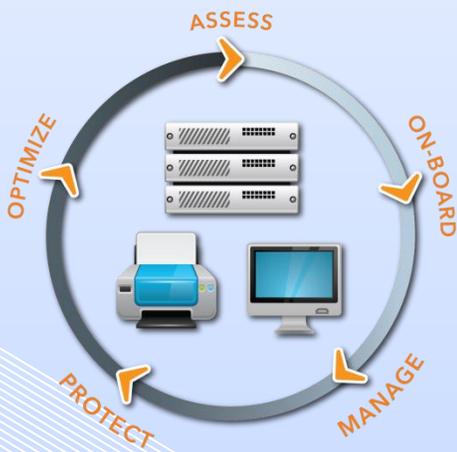
Simply work with us to determine what services make sense for you, and we'll ensure that you have a solution tailored to your needs. You know your business better than anyone, so we put the decision and purchasing power in your hands!



"Hyperactive IT's flexible support options let me tailor a solution that met my business' needs, and helped me get more out of my technology."



Device Lifecycle Management



Why Our Independent Services are right for your business

Program Features:

- **Flexible and Customized** solutions allow you to select and combine only the services that meet the specific needs of your business.
- **Control Your IT Costs** by ensuring you buy only what you need when you need it.
- **NOC:** Our Network Operations Center is available to assist with all your support needs, delivering support remotely and actively monitoring your systems for critical failure.
- **CIO Level Information** delivered to you monthly on any of the services purchased, because it's not enough to just have the service if you don't know how well it is working for you.

Independent Options	Description
IT Support Essentials (Included in our Agreement)	Having trouble keeping track of your IT assets? Wish you had a better way to get faster support? This is the answer for you.
Professional Monitoring	There is no better way to know what is going on in your IT environment and therefore, no better way to speed up recovery when an issue occurs.
Managed Anti-virus	Total desktop security solution including Anti-Virus, Anti-Malware, Hosted Intrusion Protection.
Managed Backup	Ensure business continuity through scheduled backup of critical data and restoration in the event of data loss. Apply industry best-practices for the protection of your data against loss through regular on-site backup.
Anti Spam Solutions	Peace of mind with our mail filtering system reducing the threat of potential malware entering your network.
IT Helpdesk Support	Help is here when you need it, Hyperactive IT will be there to deliver it. Available 24/7 when you need us the most. Remote or onsite.
Project Planning	Hyperactive IT will assist with your project planning, from hardware or software upgrades to site moves.
Electronic Document Management Solutions	Manage your important files securely and effectively within your organization with this solution

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