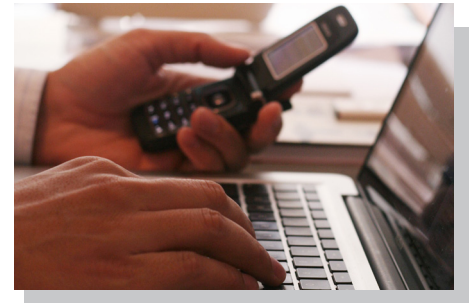




# M2Optimize™

## Proactive IT System Optimization

The foundation of M2Advantage™ Managed IT Services includes 24 x 7 systems monitoring to enable health and status notifications. By continually monitoring your IT systems, our engineers reduce IT expenses and downtime by identifying issues before they affect your business and employee productivity.



### 24/7 Systems Monitoring

We proactively monitor the health, performance and status of production systems in order to resolve issues before they become critical. Our systematic approach allows us to monitor such things as hard drive status, storage, memory allocation, network connectivity, system errors and much more.

### Inventory and Alarms

We develop an inventory of your network hardware to maintain a complete matrix of your infrastructure. We monitor your environment to capture any alarms or events that appear to be "out of the ordinary" to reduce the impact of faulty hardware or OS issues that might otherwise go unnoticed.

### Microsoft Patch Management

We ensure optimal performance through the deployment of critical operating system and application security patches. We protect your investment against potential vulnerabilities and downtime while enhancing overall systems health and performance.

### Systems Optimization

We perform preventative maintenance by managing routine tasks including hard drive defragmentation, temporary file and "cookie" deletion, registry cleaning and log file maintenance to ensure systems continue to run smoothly and efficiently.

### Critical Applications Support

We provide support for your vital business applications including, but not limited to, QuickBooks, ACT and Pervasive/SQL Applications.

### Network Peripheral Support

We provide support for network attached devices including printers, scanners, thin clients, plotters and copiers. If systems fail we also offer complete vendor management.

### Automated Reporting

We send daily, weekly and monthly systems reports to keep you informed about the overall health and status of your business IT systems.

### Data Backup Monitoring

We monitor your nightly, weekly and monthly backup systems to ensure your data security is being handled efficiently and effectively.

### Affordable Monthly Pricing

M2Optimize™ monitoring services are provided as a self-managed or we-manage option — *starting at the low monthly price of:*

**\$6.00**  
per Workstation / per month

**\$25.00**  
per Server / per month

*IT Consulting and Planning*

*Microsoft Client-Server Solutions*

*Technology Needs Assessments*

*Infrastructure Design and Administration*

*Project Development and Management*

*Disaster Recovery Planning*

*End-User Phone and Remote Support*

*Onsite IT Assistance*

*WAN, VPN and Firewall Solutions*

*Virus, Spyware and SPAM Filtration*

*Offsite Data Backup Solutions*

*MS Exchange and SharePoint Hosting*

*Website and E-mail Hosting*

*Server Colocation*

877-M2-Network  
Local: 412-423-9033  
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www.m2technology.com



**Communicate**



# M2Optimize™

## Systems Management Technology

Our enterprise-level managed services platform enables our support engineers to quickly audit, manage and maintain your infrastructure. Our remote assistance tools ensure continued, end user productivity by providing immediate support when problems arise.



### System Optimization

Service Feature	Included
Hard Drive Defragmentation	●
Log File Maintenance	●
Page File Defragmentation	●
Temporary File, Internet History and Cookie Removal	●
Emptying of the Recycle Bin	●

### Network Discovery and Auditing

Service Feature	Included
System Information (Hardware and OS)	●
Installed Applications	●
IP Address, DNS and Gateway Information	●
Disk Volumes, PCI, CPU, Memory Statistics	●
Installed Printers, Scanners and Peripherals	●
OS and Software Licenses	●

### Microsoft System Patch Management

Service Feature	Included
Security Patch Update Availability	●
Installed Security Patch Status	●
Automatic Updates	●

### Monitoring and Alerting

Service Feature	Included
CPU, Processes, Memory, Services and Events	●
Hardware and Software Changes	●
LAN Watch and Network Device Monitoring	●
Drive Storage and Disk Space Allocation	●
System, Application and Security Log Parsing	●
SNMP and Service Availability Monitoring	●

### Management Reporting

Service Feature	Included
Monthly Network Health Status	●
Data Backup and Security Patching Status	●
Inventory and Alarms Status	●
Network Bandwidth Usage	●
Detailed Monthly Support Analysis	●
Monthly Maintenance Summary	●

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# M2Advantage™

## Complete Technology Management

Your network infrastructure, servers and workstations are the foundation of your business IT systems. When they fail, operations come to a halt. With the M2Advantage™ Technology Management packages, you'll have direct access to support when you need it. Proactive assistance that allows you to focus on business — rather than technology.



### M2Complete™

#### Complete Technology Management

M2Complete™ support services provide peace-of-mind knowing that your IT systems are fully optimized and end-users are fully supported.

- Achieve predictable IT spending while reducing overall costs
- Experience an increase in productivity by reducing downtime
- Enhance end-user experience by optimizing systems performance
- Access trusted support backed by experienced Systems Engineers
- Includes unlimited phone and remote assistance + onsite hardware support

M2Complete™ services provide access to Enterprise-levels of system and end-user support technologies, backed by responsive engineers in the event that problems arise. Our per-device, fixed-fee service offers an affordable, predictable monthly expense to help reduce the cost of IT management.

### M2Remote™

#### Systems and End User Support

M2Remote™ support services are designed for IT and end-user support based on a per device service fee. M2Remote™ support services provide a return on your investment through unlimited phone support and remote assistance when issues arise. If onsite support is needed, we provide hourly assistance in order to keep your infrastructure running at peak performance.

### M2Assist™

#### Hourly Support Services

M2Assist™ support services accommodate smaller businesses and organizations with infrequent or "as-required" support needs. Consulting, installation and troubleshooting services are provided on an as needed, as per request basis. M2Assist™ support services provide a return on your investment through a fixed monthly fee. Phone, remote and onsite assistance are available when issues arise.

## Feature Comparison

Service Features	M2Complete™	M2Remote™	M2Assist™
Unlimited Phone & Remote Assistance	●	●	
Hourly Phone & Remote Assistance			●
Per-Device, Fixed Fee Expense	●	●	
Unlimited Onsite Hardware Support	●		
Hourly Onsite Hardware Support		●	●
Priority Assistance	●	●	●





# M2Advantage™

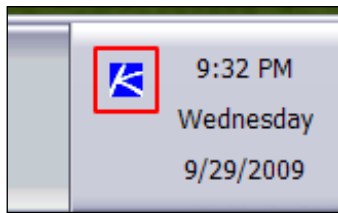
## End User and Help Desk Support

M2Technology provides help desk services using our intelligent system agent, Account Management Portal, as well as custom points of contact. We provide multiple avenues for end users to quickly and easily obtain technical support. By automating the management of support instances, we enable timely issue response and resolution — improving your bottom line.



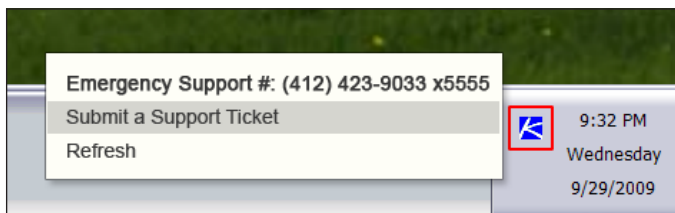
### Intelligent System Agent

We install an intelligent, lightweight system agent that maintains regular contact with our MSP platform. Status updates are sent automatically and our engineers are able to monitor and address system issues from any Internet connection, regardless of staff locations.



### Obtaining Support

Your staff has immediate access to technical support — right from their system tray. When staff members right-click on the agent icon, they are presented with a direct-support telephone number, and can quickly and easily submit support requests to our online help desk.



### Unique ID and Customizable Ticketing

Clients are provided a unique ID number that staff will enter when accessing phone support. The ID number is their passcode, allowing them to connect directly to their assigned support engineer.

We also provide a customizable, hosted ticket submission solution that automatically interfaces with our Account Management Portal. We customize data fields to suit your specific needs for times when staff report issues via the Internet.

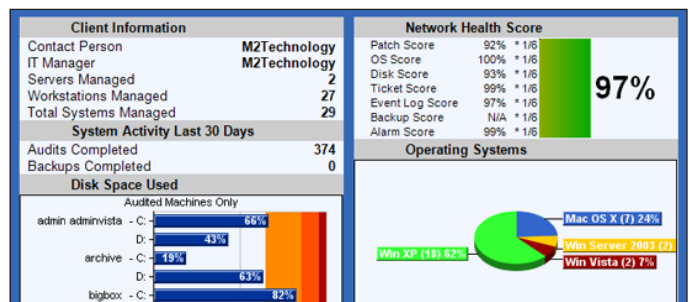
### Account Management Portal

Executive staff are provided access to our online Account Management Portal. Review open and closed support requests, support ticket histories, billing and invoices. We provide secure, SSL encrypted and password protected access — enabling account management at times that are convenient for you.

TICKET NUMBER	TITLE	ACCOUNT	CONTRACT
T20100216.0018	John's laptop battery needs replaced...	My Account...	My Contract...
T20100803.0004	Mary experiences issues when she attempts to print...	My Account...	My Contract...
T20100816.0004	Bob needs email access...	My Account...	My Contract...
T20100826.0003	Frank has issues connecting	My Account...	My Contract...

### Systems Management Portal

Company administrators are provided secure access to our online MSP portal where they can log in to review IT systems information, run detailed machine reports, and have full access to equipment inventories and related specifications.





# M2Advantage™

## Managed IT Support Services

M2Technology Managed IT Services provide a sense of confidence knowing that technology support is immediately available. Highlights of popular service features include:

### Email Monitoring

Using tools provided by your email system vendor, M2Technology monitors aspects of the email system, including databases, user statistics, ability for sending/receiving email, and end user access using client software or a web-based email.

### Anti-Virus / Spyware Monitoring

M2Technology monitors hardware and/or software within the network infrastructure that provides event notifications or historical analysis of potential or actual intrusions. When alerts are generated, we work to determine the nature of the threat and take the appropriate steps to contain and eliminate the threat from the network.

### Critical Network Applications Monitoring

Server-side applications that are accessed by two or more employees using client software are monitored. Critical Network Applications include QuickBooks Enterprise, ACT and Pervasive/SQL Applications. M2Technology provides troubleshooting and upgrade assistance to new versions of the same product.

### Backup Monitoring

M2Technology monitors the success of backup jobs scheduled through client software including Microsoft Backup, ArcServe and BackupExec. If backup failures occur, we take the necessary steps to resolve the problem, and provide application support to troubleshoot any potential issues that may arise.

### Firewall Monitoring

M2Technology monitors alert notifications of firewall hardware through vendor specific tools or third party monitoring systems. Alerts typically include security threats such as intrusions, viruses, ad-ware and unauthorized login attempts. We also receive notifications in the event that the client experiences issues with the firewall or Internet connectivity, and provide assistance as required.

### Network Peripheral Support

In addition to workstations and servers, M2Technology monitors wired/wireless hardware devices that require an IP address. Devices include printers, thin clients, plotters, scanners and copiers. We provide support for network installation, basic troubleshooting and system configuration for computers covered by any of our support agreements.

### Third Party Vendor Management (Optional)

We manage the planning, installation and support of third party hardware or software as your direct IT representative. M2Technology works to ensure your goals and conditions are met by third party vendors.

### IT Director Services (Optional)

We provide Management of your IT environment including: Procurement Assistance, IT planning, Life Cycle Planning, License Tracking, Asset Management and Warranty Management.

