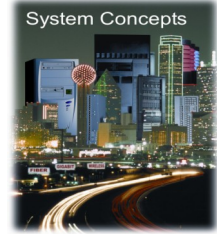


# absoluteCARE

System Concepts



At System Concepts we have been working hard to enhance your IT experience by introducing proactive services to our support offering.

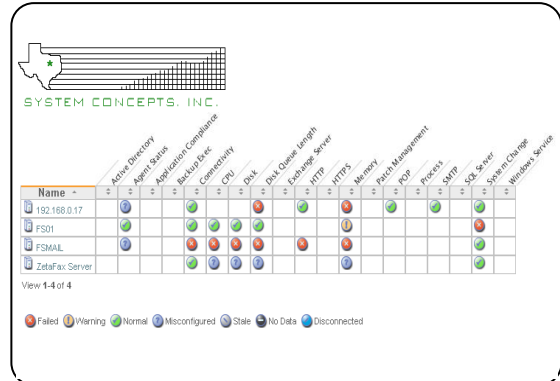
Technology is the #1 budget item after HR, yet it is the least understood. Allow us to use our expertise to help you reduce your maintenance costs and increase the quality and reliability of your IT infrastructure.

### Our absoluteCARE Program addresses your critical business needs by:

- **Enabling continuing business productivity** by proactively detecting and resolving issues BEFORE they happen through scheduled preventative maintenance activities that are designed to keep your network operating as efficiently as possible
- **Safeguarding the integrity of your network** by providing regular checkups to ensure that operating system patches, antivirus updates and other important elements of your network are being proactively guarded. We reduce the likelihood that your network will be compromised by a virus, worm, hacker or other malicious attack
- **Availability, Performance and Predictive failure monitoring** to ensure your key business resources such as servers, applications, and many other devices and services are functioning optimally and efficiently
- **Proactive remote maintenance and support** to avoid interfering with the productivity of your business
- **Comprehensive reporting** to continually inform you about the current health of your network and to outline the work performed

### Why Choose System Concepts as your Technology Support Partner?

We can help keep your key business tools like email and internet up and running by working to reduce the amount of issues that you experience. With our absoluteCARE Program we'll have technicians looking after your network with issues BEFORE they affect your productivity.

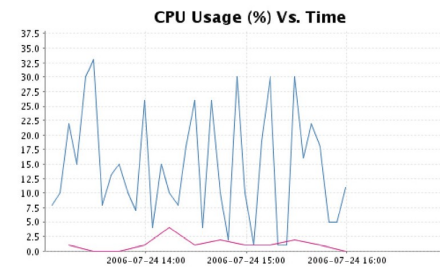


Our state-of-the-art, remote monitoring system lets us know about problems with your network environment before they affect you.

"More than once, **System Concepts** has worked with us to resolve imminent network issues much more effectively than we could have by ourselves. Having System Concepts on our team helps us deliver amazing IT services to our employees and keep them highly productive."

David Stone, IT Director  
Olmsted-Kirk Paper Company

### CPU Utilization



Device	Minimum	Maximum	Average
WTMEM01(CPU0) - Wisetech WTMEM01	1.00	33.00	14.42
PAM1(CPU0) - Wisetech WTMEM01	0.00	4.00	1.17

Our automated systems will generate reports on items that threaten the performance, security, or integrity of your network environment.