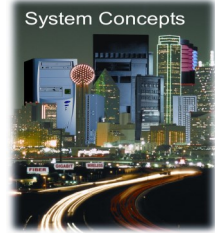


absoluteSERVE

System Concepts

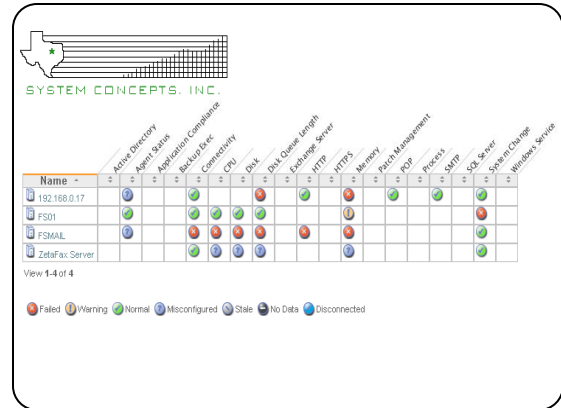


Has the loss of a critical application at an inopportune time ever cost your business revenue? What about employees sent home early or resorting to pen and paper, waiting for the network to be fixed? Downtime and lost productivity impact your bottom line.

Do you have trouble budgeting for IT from year to year, or even from month to month?

Ever wonder if there is a better more reliable and predictable way to manage your entire network?

System Concepts' absoluteServe Program is the ideal fixed-price solution for organizations like yours, which demand the utmost in network reliance and quality service.



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

Our absoluteServe Program addresses your critical business needs by:

- Ensuring sustained and continuous access to your discrete business service applications such as accounting, scheduling, communication, email, web applications and others
- Guaranteed predictability of your IT spending—No more emergency fees! No maintenance overage, or fees for software updates. One monthly fee is all you pay!
- Providing the highest priority response for network issues—if something unpreventable does occur on your network, you will move to the top of the service queue, where we will immediately begin work on resolving the issue and getting you back to business fast.
- Optimizing network performance—we provide unlimited preventative maintenance activities on those devices that support your critical business applications
- Total support for your employees with unlimited Helpdesk access
- We are your outsourced IT department We will be your single point of contact for all of your IT services and support needs. We work with your hardware and software vendors on your behalf to remediate any of your support issues.

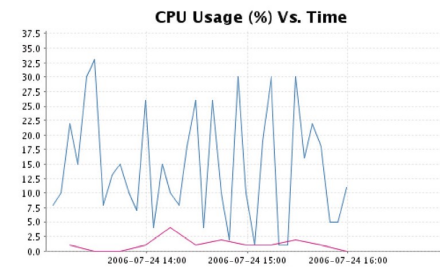
Why Choose System Concepts as your Technology Support Partner?

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 absoluteSERVE Program we'll have technicians looking after your network with issues BEFORE they affect your productivity.

Network Peace of Mind

Fixed Cost IT—It's that simple! For a fixed monthly fee, System Concepts will work with you to understand your business availability needs and budget concerns. We will run a baseline assessment of your existing infrastructure to understand any potential weaknesses. Then we will custom tailor a service level agreement that defines your expectations and needs. Then we'll deliver on it. It's that simple!

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.