



Managed Services for Small to
Medium-sized Businesses

IT'S TIME YOU STOP PUTTING OUT FIRES AND FOCUS ON GROWING YOUR BUSINESS

Harness the power of Catalyst Computer Technologies

If you're a small or medium sized business owner, you may not have the time, money or expertise to deal with technology issues. By turning to Catalyst Computer Technologies, you too can receive 24-7 IT support that fortune 500 companies experience, but at a price you can afford.

We provide comprehensive IT care in the form of Managed IT Services. By subscribing to our Managed Service Plans (MSP), you can experience peace of mind in knowing that you are covered in the event of a disaster, you have around-the-clock care and Catalyst is only a click or phone call away.

What is a managed service plan?

A managed service plan (MSP) is a means for small and medium-sized businesses to have professionally-administered IT Support without the expense of hiring an in-house IT specialist.

Here's how it works: your company signs a monthly Service Agreement with Catalyst and for a fixed cost, we handle all your IT needs top to bottom. We take the guesswork out of IT and free up your employees by reducing downtime — allowing you to focus on what you do best, running your business.

No surprises

With a managed service plan from Catalyst, you get the tech support you need to keep your network up and running. What you don't get are the surprises which come when you try to run your IT without a plan. Network Computing magazine found that a Windows XP computer running on a managed plan costs \$658 per year less to operate than a similar computer, without a plan.

Our proactive managed IT service plans help businesses even out their support costs, which means there are no surprises in your monthly budget.





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CATALYST COMPUTER TECHNOLOGIES

Providing you the experience of a full-time IT department,
at a price and size that fits your needs

The Elite Managed Service Plan, by Catalyst

Catalyst's Elite Managed Service Plan is all about being proactive. When you partner with Catalyst, we make sure your computers, network and servers are continuously monitored. Our affordable plans include everything your business needs with regard to IT support. You'll get full-time support for a lower cost than hiring a full-time, on-site IT professional. All of the services below are included in the plan, so your business gets the IT services it needs and you stay within budget:

Tech Support—Responsiveness is our #1 priority. You and your employees will have virtually unlimited tech support from Catalyst's staff of trained, knowledgeable technicians. Catalyst can also simultaneously support all your locations nationwide.

Network Management & Support—Catalyst's IT service plan includes enterprise-level antivirus and anti-spyware software at no additional cost. We'll also prevent up to 98% of spam from entering your network and e-mail system. Catalyst manages the users on your network and will set up user and file security, based on your policies. We'll also provide an inventory of hardware and software to help you keep track of your assets.

Server Monitoring—We keep an eye on your server 24-7, even on holidays. If one of your servers is down, Catalyst will be notified and we'll get it up again. We also implement and automate self-healing measures to reduce server downtime.

Disaster Recovery—Backing up data is crucial so you don't lose important information. Catalyst will create off-site copies so your data is always recoverable. We implement backup systems that reduce downtime in the event of a disaster to get your business up and running.

Vendor Management—End users will no longer waste their time dealing with multiple technology vendors. Catalyst can achieve faster resolution of technology vendor issues while at the same time protecting your interests.