



RMM (Remote Management & Monitoring)

Intelligent remote monitoring and management backed by a 24/7 NOC (Network Operations Center)

In changing times Vast-IT Inc. faced a tremendous challenge of increasing operational efficiencies and driving profitable growth for business. One of the keys was striking a balance between maintaining profitable margins and managing technicians and expertise so they were efficiently utilized.

Like other systems integrators we found it costly to keep our clients servers and applications running efficiently, often working nights and weekends to offer a 24/7 level of service. That's why our organization has migrated client-driven administrative tasks from "doing-it-yourself" to remote monitoring and management (RMM) software and services.

What sets Vast-IT apart?

In the RMM world, other providers offer remote monitoring but none offer true management. We deliver full problem resolution by tightly integrating a world-class Network Operations Center (NOC) supported by 600 engineers and technicians with a comprehensive, management portal.

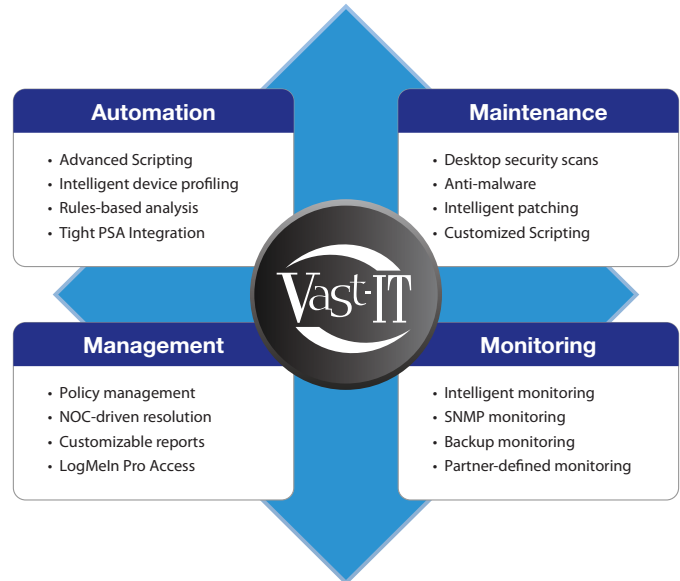
Our unique and industry-leading combination of RMM and NOC capabilities allows us to deliver the only end-to-end managed services solution available today. Which means we can dramatically increase your operational efficiency with our platform to backup, monitor, troubleshoot, and maintain desktops, servers, mobile devices and other endpoints.

In fact, our NOC currently monitors and manages nearly 500,000 endpoints. Our clients are discovering that we can proactively manage their IT reduce downtime with significant cost savings. Leaving all their staff to concentrate on their business, building client relationships and increasing their ROI.

Bottom line, we can achieve a level of automation efficiency that increases our clients profitability with Vast-IT's true management approach to IT that is not possible with other companies "Outsourced IT" solutions.

Vast-IT server support

Vast-IT's software administration system and NOC services offer scalable solutions that lay a strong



foundation and support structure so that your IT offerings can truly thrive. Functionality includes monitoring, alerting, integrated ticketing, automated recommendations, remote control, scripting, patch management, antivirus software, and reporting.

Intelligent incident monitoring and resolution by offering server profiling, alert analysis and exceptional data center expertise. The key is our ability to constantly update, consolidate and convert information on fixes into business rules. These rules are used to analyze event logs, performance metrics and processes to quickly determine the steps required to resolve hardware, operating system and application issues.

Two levels of server care to meet your varying needs

Our solution for servers includes the right blend of remote monitoring and management tools, NOC services and third-party bundled software options to provide efficient and cost-effective server management. We offer three distinct server management service plans, each targeted to suit specific service requirements.

Server Monitor – Vast-IT RMM Agent monitors your Apple, Windows or Linux servers and report back on literally thousands of server processes. Any anomalies are reported immediately for our staff to investigate and determine if remedial action is required. Our staff reports back the client with costs to repair and determines when the can be done.



RMM (Remote Management & Monitoring)

Proactive Server Care – Advanced scripting of maintenance task and all support costs are included to keep your servers running at peak performance levels. Vast-IT RMM Agent monitors your Apple, Windows or Linux servers and report back on literally thousands of server processes. Any anomalies are reported immediately for our staff to investigate and determine if remedial action is required 24/7.

Vast-IT desktop support

Three levels of server care to meet your varying needs

Desktop management can be resource-intensive and timeconsuming. The mundane activities required for desktop management usually score low on the list of tasks internal technicians prefer, and desktops are expensive to maintain. Small or medium size businesses can spend \$4,000 over three years to manage and maintain a few desktops.

Desktop Monitor – Vast-IT RMM Agent monitors your Apple, Windows or Linux desktops and report back on literally thousands of desktop processes. Any anomalies are reported immediately for our staff to investigate and determine if remedial action is required. Our staff reports back the client with costs to repair and determines when the can be done.

Proactive Desktop Care – Advanced scripting of maintenance task and all support costs are included to keep your servers running at peak performance levels. Vast-IT RMM Agent monitors your Apple, Windows or Linux servers and report back on all desktop processes. Any anomalies are reported immediately for our staff to investigate and determine if remedial action is required 24/7.

Proactive Desktop Care with Help Desk – With Proactive Desktop Care and help desk, any support issues or even answers to your staffs day to day needs is only a phone call away. Advanced scripting of maintenance task and all

support costs are included to keep your desktops running at peak performance levels. Vast-IT RMM Agent monitors your Apple, Windows or Linux servers and report back on literally thousands of desktop processes. Any anomalies are reported immediately for our staff to investigate and determine if remedial action is required 24/7.

Software

- Desktop operating systems - Microsoft Windows 2000 and up, MAC OSX Lion
- Office suites - Microsoft Office 2000 and up
- Email clients - Microsoft Outlook 2000 and up
- Browsers - Internet Explorer 6 and up, Mozilla Firefox
- Third party/proprietary software
- All third party and proprietary software will be supported on a best effort basis.

Services

PC and network troubleshooting

- Handheld device configuration and troubleshooting
- Administrative tasks
- Software installations
- Virus/spyware removal

