

InSwift's TotalCare plan can immediately improve your bottom line through our proactive support and maintenance of your entire organization.

Unlimited IT Support at a Fixed Cost

Just imagine it, your entire organization supported and maintained with our revolutionary Flat-Rate IT Program - All for a fixed monthly cost.

- Eliminate the uncertainty of fluctuating support costs
- Benefit from an improved IT support infrastructure
- Gain access to a World-Class IT Help-desk
- Increase employee productivity by reducing costly downtime
- Become Proactive. Focus on your business we'll take care of the IT
- Our "hands-on" 24/7 Network Monitoring sees what other IT companies can't
- Get "In Touch" with your network, Weekly Network Health Report emailed to you

Your organization will benefit by receiving Premium Support from our skilled Help-Desk Technicians all the way through to our Certified Network Engineers. At InSwift we have the tools and the expertise to provide proactive support for your IT infrastructure to provide you with peace of mind and ensure that you can concentrate on your business and leave the smooth operation of your IT to us.

What is TotalCare?

Phone Support (Help Desk)

Remote Assistance (Desktop Sharing)

System Monitoring and Automated Patching

State-Of-The-Art Trouble-Ticketing System

Automated Escalation Process

Capacity Planning / I.T. Recommendations

Onsite Support As Needed

TotalCare Managed Server



- 24/7/365 Server Monitoring
- Unlimited Support
- Priority Service Response
- Server Update and Patch Management
- AntiVirus Solution Management
- Scheduled Server Maintenance
- Daily Backup Monitoring
- Server Performance Optimization

The TotalCare Managed Server support provides premium Server Monitoring with unlimited remote and onsite support for issues that may arise. You get priority service response with server updates and patch management of your valuable business asset, in addition to Antivirus Solution Management, Scheduled server maintenance, daily image backup monitoring and all important server performance optimization to ensure that your server(s) are running efficiently and effectively at all times. Protect the hub of your business operations from taking your business down with it through this proactive support program from InSwift.

TotalCare Managed Network



- 24/7/365 Network Monitoring
- Unlimited Support
- Priority Service Response
- Router/Firewall Software Updates
- Router/Firewall Log Monitoring
- Maintain Office Connectivity
- Performance Monitoring and Capacity Planning

With InSwift's TotalCare Managed Network you can look forward to premium Network Monitoring with over 255 events and services monitored; your critical services are automatically restarted; immediate alerting of issues to our support team for prompt attention; as well as automated trouble-ticket generation through our state of the art helpdesk application. InSwift also provides ISP Management, Web Hosting Administration and Domain Name Support as part of this quality service. Your network will enjoy unlimited remote and onsite support and allow you to focus on your daily business needs without needing to deal with taxing network issues and glitches.

TotalCare Managed Desktop/Laptop



- 24/7/365 System Monitoring
- Unlimited Support
- Priority Service Response
- Regular Patch Management
- AntiVirus Definition Monitoring
- Scheduled System Maintenance
- Spyware/Adware Removal
- System Optimization

As the everyday tool of your workforce it is crucial that these assets are running at optimal speed with all resources being available so that productivity can be maintained. InSwift provides premium monitoring services with patch management, ongoing maintenance of AntiVirus definitions as well as removal of irritating and system weakening Spyware and Adware. Through regularly scheduled system maintenance and system optimization you can rest assured that your team will have access to fully functional and efficient desktop and laptop computers so that your business stays dynamic.

Offsite Image Backup

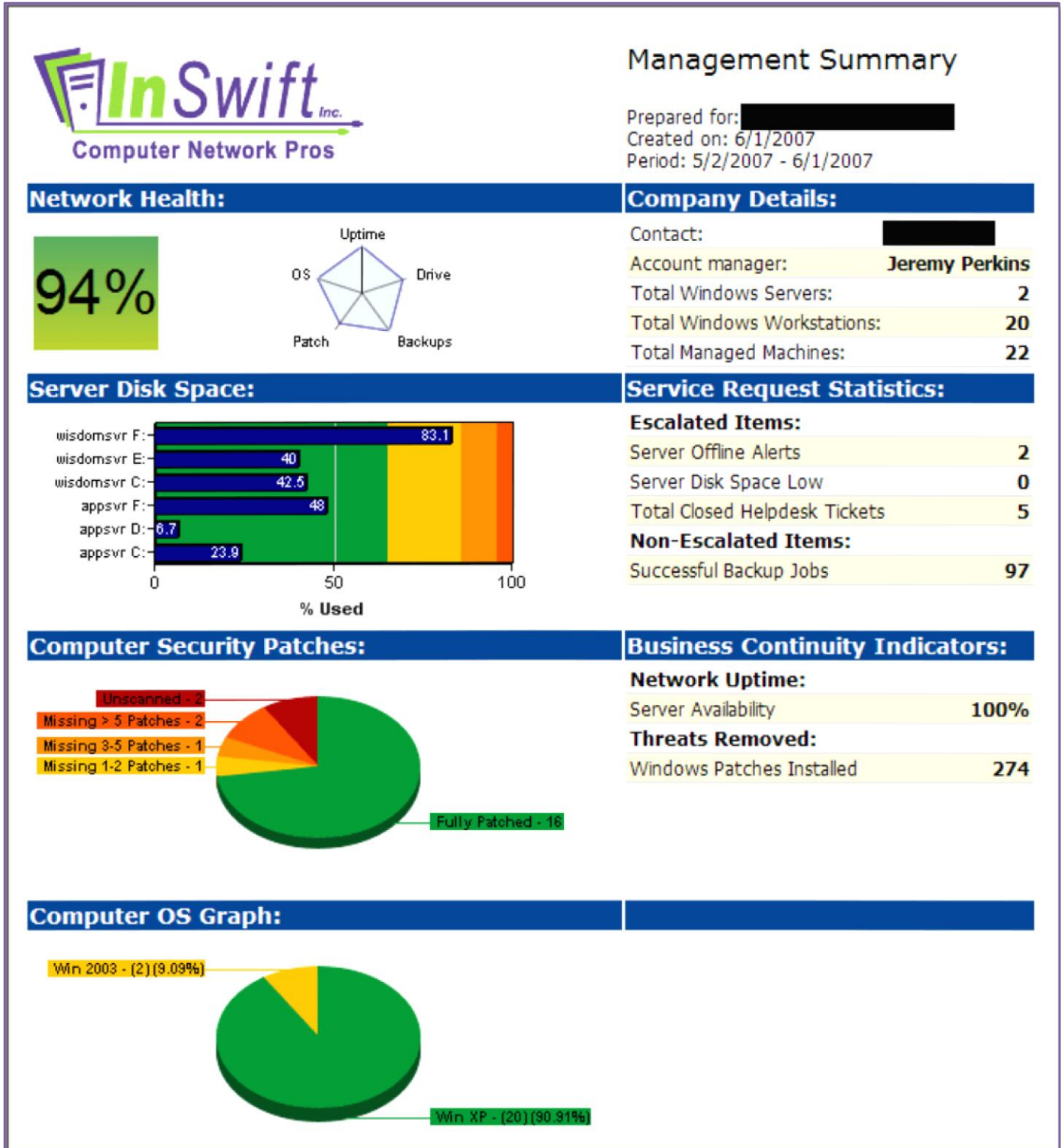


- Secure Offsite Storage
- No Human Interaction
- True Disaster Recovery
- Store Business Critical Data
- Automatic Nightly Transfer
- Restore to/from any location

Whether you have been in business for 5 weeks or 5 years, there is data that is critical to the effective operation of your company. Do you have a Disaster Recovery plan in place? How much productivity and potential revenue would be lost if disaster struck and all of this business critical information disappeared? Why put your business in a position to learn the answer to this question? InSwift's Offsite Image Backup service is available to you through our TotalCare service to ensure that all of your company's business critical data is held safely in a secure off-site location, and is automatically updated and transferred nightly. Should the need arise for your Disaster Recovery plan to be mobilized; you are able to restore this data to any location.

- ☑ Eliminate the uncertainty of fluctuating I.T. Support costs
- ☑ Have one point of contact for all of your support needs.
- ☑ Benefit from an improved I.T. Support infrastructure
- ☑ Improve employee Morale, Efficiency and Productivity

Example of the Weekly Network Health Report:



Ask about InSwift's TotalCare Support – We have the expertise and tools to provide your organization with Unlimited IT Support at a fixed price. Let us be your guide through the technical maze that is business technology.