

# FIRSTCARE

## DESKTOPCARE

### MANAGED SERVICES

- ServerCare
- ServerWatch
- DesktopCare
- NetworkCare
- Managed Security/IDS
- Managed Backups
- Managed Off-site Backups/DR
- Spam Management

# ON-SITE COMPUTER SOLUTIONS

## Managed DesktopCare

"In any corporation, many end-users know only the programs they need to use for their jobs, not general computer trouble shooting knowledge, let alone the ability to pinpoint issues with IT resources that involve the network, server, applications, etc. Yet, these are the people that the corporations rely on heavily for diagnostics . . ."<sup>\*</sup>

Let the experts at On-Site manage your workstations, so your employees can get back to what they do best—serving your customers and adding to your bottom line! Take advantage of the state of the art monitoring and management tools FirstCare offers and take back control of your network!

Rest easy knowing our NOC is watching over your network 24x7x365. We never take a break . . . So you can!

Site Name	Device Name	Friendly Name	Operating System	Availability	Appraisal	CPU	Memory	Power	Disk	MS Exchange	Veritas	Other Error
OnSite Austin	10.10.0.1	Internal 2000	IPDEVICE	●	●	●	●	●	●	●	●	●
OnSite Austin	10.10.0.254	Catalyst	IPDEVICE	●	●	●	●	●	●	●	●	●
OnSite Austin	172.16.251.2	PIX	IPDEVICE	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-CW1	NT-AUS-CW1	Microsoft Windows Server 2003	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-CC2	NT-AUS-CC2	Microsoft Windows Server 2003	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-CC3	NT-AUS-CC3	Microsoft Windows Server 2003	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-CEV1	NT-AUS-CEV1	Microsoft Windows Server 2003	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-EX3	NT-AUS-EX3	Microsoft Windows Server 2003	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-EX4	NT-AUS-EX4	Microsoft Windows Server 2003	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-PS3	NT-AUS-PS3	Microsoft Windows Server 2003	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-SP1	NT-AUS-SP1	Microsoft Windows Server 2003	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-ISO	NT-AUS-ISO	Microsoft Windows 2000	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-MON1	NT-AUS-MON1	Microsoft Windows Server 2003	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-PHN2	NT-AUS-PHN2	Microsoft Windows Server 2003	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-TAP2	NT-AUS-TAP2	Microsoft Windows Server 2003	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-TS3	NT-AUS-TS3	Microsoft Windows Server 2003	●	●	●	●	●	●	●	●	●
OnSite Austin	NTAUS-TS4	NT-AUS-TS4	Microsoft Windows Server 2003	●	●	●	●	●	●	●	●	●

### DesktopCare Includes:

- Asset data collection
- Spyware deletion
- Temp File deletion
- Anti-virus signature update
- Patch assessment
- SMART check (Self-Monitoring, Analysis and Reporting Technology)
- Ticket Portal for service requests
- Performance Reporting
- Remote and on-Site support available
- Anti-virus and Anti-Spam management available

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ON-SITE'S CORE VALUES:  
COMPLETE CUSTOMER SATISFACTION  
MAKE AND KEEP PROMISES  
PASSION FOR EXCELLENCE

\*From Network Performance Daily