



Who would ~~else~~ you want ~~touching~~ your network? **WATCHING**

NET X Alert!

At **NET Xperts LLC** we have been working hard to enhance your customer service experience and to improve upon the manner in which you currently conduct business with us or your current service provider.

Today we have some exciting news to share with you! We want to introduce to you our new and innovative program called **NET X Alert !** which will serve to differentiate us from all the other service providers in Western PA and the tri-state region.

An IT Partner not Provider

“Technology is the #1 budget item after HR, yet it is the least understood. Allow us to use our expertise to help you reduce your maintenance costs and increase the service quality and reliability of your IT infrastructure.”

We all know that one of the hardest things of maintaining a computer network is trying to predict what will fail and when.

How often have you had to call your service provider because of an email or internet issue and then had to wait for them to dispatch a technician?

The technician then had to determine the source of the issue and see if they had the parts required to resolve your issue. This all results in time lost in terms of diagnosis, travel and actual repair. It also translates into lost productivity for you as an organization and a more costly invoice for you to pay at the conclusion of the service call!

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 **NET X Alert ! Gold program** we will have technicians looking after your network to deal with issues BEFORE they affect your productivity.

Our NET X Alert ! program can address your critical business needs by:

- **Giving you peace of mind:** Let us be your network watchdog, enabling you to focus on your core business activities
- **Multiple Options:** Three levels of support that allow your business the flexibility to choose the plan that best suites your IT requirements
- **Enabling business continuity by proactively** detecting and resolving issues BEFORE they happen through scheduled on-site and remote preventative network maintenance designed to keep your network operating as efficiently as possible – (Gold)
- **Safeguarding the integrity of your data** by providing regular checkups that work to ensure that patches and antivirus updates for your network have been completed – (Gold)
- **Saving you money:** We can remotely repair issues to help reduce billing time
- **Stabilizing your IT spending:** Through our proactive approach, we will remove 'emergency service call' from your vocabulary and help to create more predictable IT spending patterns
- **Providing you with a wealth of IT expertise and experience:** At **NET Xperts**, we have a team of qualified and knowledgeable IT professionals all focused on helping your business be successful and profitable

Small and medium-sized businesses are continually scrutinizing their IT budgets. Gaining an IT Partner will help you to leverage your IT investment and resources to the fullest extent!

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Proactive Maintenance for Your Network

Don't waste another minute fighting network issues. Focus on what you do best, and let us focus on what we do best – keeping your business up and running and PROFITABLE!

Services Provided:

- **Network Health Assessment** to determine the overall stability of your network – (Gold) (Advisor)
- **Availability (Silver), Performance and Predictive (Gold) failure monitoring** to ensure your key business tools such as email and internet are functioning optimally
- **Verification and Testing of Backup**
- **Standard and Custom Reporting** (available) to help you rationalize your IT spending, enabling you to make more informed business decisions
- **Scheduled proactive services checklist** keeps all covered devices current with the manufacturer's best practice recommendations
- **Proactive remote maintenance and support** to avoid interfering with the productivity of your business – (Gold)
- **Security Services** such as anti-virus, firewall management, asset management and application compliance: all designed to ensure your network is safe and secure – (Gold) (Advisor)

Additional Benefits

- **Discounted rate** for on-site and off-site support, hardware and project work
- **CIO expertise** without the CIO price tag!
- **Equalized** monthly payments
- **Priority** response time

* Remote Incident (up to ½ hour of support, clients' hourly rate thereafter)

	Call for Pricing	Call for Pricing	Call for Pricing
Feature	Silver	Advisor	Gold
Network Operations Center			
NET X Alert ! 24x7x365 Monitoring	Availability Monitoring Up to 3 devices	Performance Monitoring Up to 5 devices	Performance Monitoring Up to 5 devices
Managed Services			
Network Health Assessment		✓	✓
Reporting	Quarterly	Monthly	Monthly
Fiscal Year End Consult			✓
Support Services			
Emergency Support			2 hours
Proactive Support – Scheduled Checklist			4 hours
Helpdesk Support	2 Remote Incidents*		4 Remote Incidents*
Billing Discounts			
Remote support during business hours *	\$59.00 Per Remote	\$59.00 Per Remote	\$49.00 Per Remote
On-site NW support during business hours	\$94.00 /hr	\$94.00 /hr	\$89.00 /hr
After hours Mon-Thurs. (scheduled)	Time-and-a half	Time-and-a half	Time-and-a half
After hours Fri- Sun. (scheduled)	Double-time	Double-time	Time-and-a half
Setup Fee	Call for Pricing	Call for Pricing	Call for Pricing
Contract Terms			
Minimum Period	1 year	1 year	1 year

"More than once, NET Xperts has resolved imminent network issues without our knowledge. Having NET Xperts perform regular maintenance on our system has saved us a lot of time and money"

Stephen Zofchak, Langeloth Metallurgical Company

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