

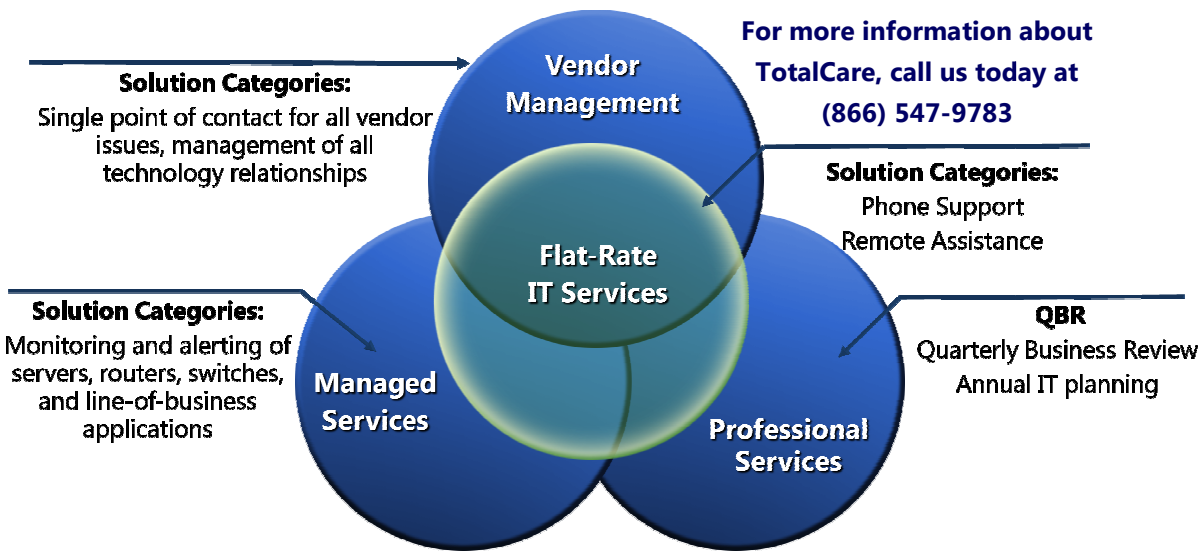


SOLUTIONS FOR ALL YOUR IT MANAGEMENT NEEDS



You Run Your Business, We Run Your Network

J4 Systems offers TotalCare™, a network management solution designed to free you from the day-to-day burden of maintaining a network infrastructure, allowing you time to focus on growing your business. For a fixed monthly fee TotalCare™ provides help desk support to increase user productivity, desktop and/or server management to improve the accessibility of your data, vendor management* to regain lost productivity, and 24x7 systems monitoring to help prevent most unplanned downtime. TotalCare™ is designed to provide on-going network management and support the IT needs of business with 5 users up to 100 users.



TotalCare™ Solution Key Features at a Glance	TotalCare™ Silver	TotalCare™ Gold	TotalCare™ Platinum
Flat-rate fixed fee, predictable monthly costs	X	X	X
Proactive remote network monitoring and alerting	X	X	X
Data backup and restore validation (perform test restore quarterly)		X	X
Microsoft security patch monitoring (servers & workstations)		X	X
Antivirus and spam removal			X
Unlimited help desk support (8-5/M-F)			X
Unlimited reactive onsite support (as needed)			X
Unlimited server and/or PC repair			X
Hardware and software maintenance/agreement management			X
Vendor Management; in coordination with vendor(s)*			X
Quarterly Business Review, strategic IT planning			X
Per Incident Remote Desktop Support**	**	**	**
24 x 7 Remote Server Support**	**	**	**
24 x 7 Remote Desktop Support**	**	**	**

*Only available with Platinum. **Available as a standalone and/or add-on feature for an additional cost; terms and conditions apply.

Customer Support Portal

With the TotalCare™ Customer Support Portal, we act as your IT Support Department. You have easy, convenient access to submit and monitor the status of requests and incidents, in addition to:

- Access to a Knowledge Base for self-help
- Check when the next engineer is scheduled to be on-site
- Review the remaining balance on agreements
- Visibility to view service invoices
- Run basic service request and customized reports

With the TotalCare™ Customer Portal, we are available where you want us, and when you need us!

Sample view of the TotalCare™ Customer Support Portal

The screenshot displays the TotalCare Customer Support Portal interface. At the top left, it shows the user is logged in as Jessica Sullivan with a 'Log Out' button. Below this is a 'Our Statistics' section showing 14 open requests, 5 for this month, and 48 for this year. A navigation menu on the left includes options like 'Home Service', 'New Ticket', 'List Tickets', 'Knowledge Base', 'Recommendations', 'Show Recommendations', 'Invoicing', 'Search Invoices', and 'Setup My Account'. The main content area features the J4 Systems and TotalCare logos, followed by a table of tickets. The table has columns for Ticket#, Summary, Type, Sub Type, Item, Contact, Entered, Status, Updated, and Assigned. The table shows 6 tickets, with the first three being 'New (Portal)' and the last three being 'On Hold' or 'Assigned'.

Ticket#	Summary	Type	Sub Type	Item	Contact	Entered	Status	Updated	Assigned
3694	Test 3 for portal email				Jessica Sullivan	10/3/2011 2:36:49 PM	New (Portal)	10/4/2011 4:43:43 AM	
3693	Test 2 for portal email				Jessica Sullivan	10/3/2011 2:35:43 PM	New (Portal)	10/4/2011 4:43:21 AM	
3691	TEST for Portal Email				Jessica Sullivan	10/3/2011 2:31:44 PM	New (Portal)	10/4/2011 4:43:07 AM	
3514	Technical Help				Julianne Soria	9/28/2011 9:47:08 AM	New from RMM	10/3/2011 7:25:10 AM	CAustin
3445	updates not installing-EMERGENCY				Jessica Sullivan	9/27/2011 9:07:04 AM	On Hold	9/30/2011 12:29:01 PM	pgreen
3161	Outlook				Danielle Hefner	9/22/2011 3:18:20 PM	On Hold	9/30/2011 4:03:18 PM	pgreen
3160	Training Room PCs to Tiffany...				Barb Gibson	9/22/2011 2:32:51 PM	Tier 1 Assigned	9/30/2011 11:24:47 AM	BGibson

Vendor Management*

Interfacing with multiple vendors and coordinating technical support efforts between multiple resources can be frustrating and time-consuming. Have you ever wished someone else could do all the necessary communication for you? With TotalCare™ Platinum you get just that, complete Vendor Management. Think of the productivity you will gain on an organization-wide level by allowing us to be your single point of contact for all of your technology and communication vendors.

Benefits of Vendor Management

- Focus on running your company, not on communicating with your vendors
- Increase staff effectiveness and regain lost productivity, directly impact your bottom-line
- Single point of contact for all vendors; one email address and phone number to remember
- Dramatic soft cost reductions through improvements and process efficiency
- We'll manage all communication with your vendors until issues are resolved

We interface with all of your technology vendors including your phone and Internet service providers, line of business software vendors, hardware vendors, printer and fax vendors and more. Vendor Management is an integral part of the fully managed IT services offered with TotalCare™ Platinum.

TotalCare™, support and on-going management for your unique business technology needs.