C3 SOLUTIONS LLC
Customized Technology Solutions

Do You Have These Resources?

Uptime. Guaranteed.

Uptime is the most important critical part of information technology, because the price of downtime is your time and your company's money. C3 Solutions leverages industry-proven tools to ensure that our clients' networks are secure, protected, and are quickly recoverable in the event of a disaster. Every component of our service offering—from our trouble-ticket system, to our anti-virus and anti-spam solutions, to the disaster recovery plan we prepare for each client—is designed to increase uptime. We supplement your IT management with the best tools available.

We include these services because without them, downtime is certain. Are these items in place within your business?

User/Desktop Support	Your Current Practice	C3 Solutions
Is a trouble-ticket system in place to assist in incident documentation and management?		✓
Are you able to easily report on the status of all tickets?		✓
Can desktops be cleaned on a daily basis (i.e. viruses cleaned, internet cache flushed, critical patches updated)?		✓
Do you have 24x7 support for everyone in your organization?		✓
Is technology in place to provide secure remote access to workstations?		✓
Are web filtering and reporting in place to track employees' web usage?		✓

Backups and Disaster Recovery	Your Current Practice	C3 Solutions
Do you have a fully tested disaster recovery plan to ensure that your business can be restored quickly after a disaster?		✓
Do you have a written process on exactly how your data is backed up?		✓
Is your data backed up every day?		✓

	Your Current Practice	C3 Solutions
Do you have image-based backups, so that a server or workstation can be restored within minutes after a disaster?		✓
Are backup logs checked for errors daily, and are daily reports delivered to confirm backup success?		✓
Do you have email continuity where your email is queued in the event the server is down, to give you access to your email via the cloud ?		✓

Administration	Your Current Practice	C3 Solutions
Is system monitoring in place?		✓
Can all components of your network be monitored 24x7x365?		✓
Are your servers configured according to best practices for optimal performance and reliability?		✓
Is documentation in place to provide continuity through IT staff turnover, such as an online portal which includes an Information Technology Management System to document your network?		✓
Does your record-keeping ensure you're up-to-date on issues with your network and how they were resolved?		✓

Security	Your Current Practice	C3 Solutions
Do you have the best available anti-virus software?		✓
Is your anti-virus consistently updated for maximum effectiveness?		✓
Do you have an email protection suite with anti-spam and are emails scanned for malware and viruses before receipt?		✓
Is your firewall properly configured to keep your network secure, and can intrusions be identified?		✓
Are security patches applied routinely and effectively?		✓

Are These Tools In Place Within Your Company?

If not, we can help.

These are all critical components of IT management. If you do not have the resources to implement these tools and services, you will experience downtime—this could be due to data loss, viruses or malware, employees not having access to the help they need, or not being able to recover quickly in the event of a disaster.

C3 Solutions offers Information Technology Assessments to ensure you're getting the most out of your technology. This assessment is free and does not require a commitment.

For more information or to schedule an assessment, please call our main number at 713.533.8066 or visit http://www.c3solns.com and fill out our web form.