



NEW &
IMPROVED!



CONFIDENCE PLUS Managed Network Service Plan

More Value. Less Worry. Same Dependability.

TAKE THE PROACTIVE APPROACH TO KEEPING YOUR NETWORK HEALTHY, RELIABLE AND UP-TO-DATE

Confidence Plus provides a comprehensive, guaranteed managed services plan to keep critical computer networks running consistently and at high performance levels.

With proactive support and a full time service desk, Confidence Plus will free you up to focus on growing your company, while DP Solutions maintains the technology that supports your business.

- Catch problems before they impact your business
- Reduce downtime
- Increase productivity
- Enjoy quick and consistent access to your data and network

CONFIDENCE PLUS BENEFITS:

Proactive managed services offer several valuable IT management advantages:

- Reduces the time that an IT staff spends fixing problems
- Problems are anticipated as opposed to reacted upon
- Automates labor-intensive processes and frees additional resources
- Mitigates downtime and ensures better SLA compliance
- End users' productivity is protected
- Cultivates a more strategic environment for broader business impact
- Increases confidence in IT Systems

WHAT'S NEW:

- Office Pro subscription through Microsoft cloud licensing
 - Ensure you have the latest and greatest versions - no need to worry about licensing!
 - Install on up to five systems per user.
- We'll recommend preferred hardware (desktops and laptops) to provide optimal performance *and* meet your budget.
- Enjoy free OS upgrades when using preferred hardware.
- Setup is included when using preferred hardware.
- Also includes:
 - Trend Micro Antivirus - managed by DP Solutions
 - Malwarebytes Pro

AVAILABLE ADD-ONS:

- Spam protection
- Managed back-up

“Managed IT services has provided a significant amount of reliability, scalability, security and access to the latest technologies. We get access to much more talent and many more resources than we could afford to hire ourselves.”
- Cliff, President, Warehouse & Trucking Company

IT SERVICES & SOLUTIONS

CONFIDENCE PLUS SERVICES INCLUDE (BUT ARE NOT LIMITED TO):

- 24x7 remote monitoring (server stability, notification of unusual events, Internet connectivity)
- 1 to 2 hour emergency response time
- Next business day scheduling of an on-site network engineer
- Free service calls (additional projects at hourly rate)
- Free phone & remote support sessions
- Virtual CIO services
- Antivirus management
- Virus removal & cleaning
- Spyware removal and cleaning
- Critical patch management
- Coordinating support with authorized third party vendors
- Online client portal
- Monthly executive summary reports
- Quarterly review & planning meetings

COMPUTER NETWORK SERVICE DESK SUPPORT:

Confidence Plus customers receive unlimited access to our IT service desk support staff 24 hours a day, 7 days a week, including assistance with:

- Network operating systems and utility software on servers running Windows Server 2012/2008/2003
- Workstations running Microsoft Windows 8, 7, and Vista
- Microsoft Office products (Word, Excel, PowerPoint, Outlook)
- Microsoft Exchange management and monitoring

IT SERVICE DESK FEATURES:

- Staffed by highly qualified Network Engineers
- Issue remediation with remote access software
- Report problems and manage service requests by phone, via email and on our customer portal website

EMERGENCY NETWORK SUPPORT:

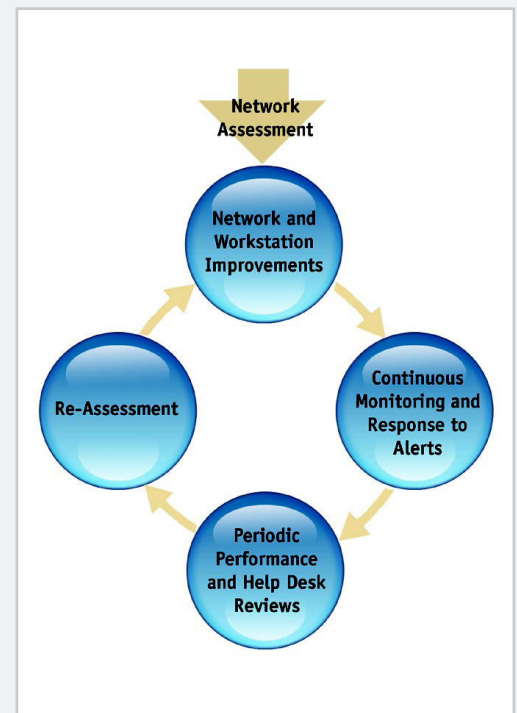
Our Confidence Plus customers can call the DP Solutions Service Desk any time 24x7x365 and receive an immediate response from our network support staff.

HOW CONFIDENCE PLUS WORKS:

Implementation of the DP Solutions Confidence Plus lifecycle starts with an audit of your computer network. This includes a comprehensive network assessment and inventory of your current environment, complete with a list of any needed improvements to make your network manageable. We then make the improvements necessary to ensure smooth, continuous operations, followed by proactive monitoring of critical processes and resources.

HOW IT WORKS

DP Solutions will help you manage your computer network and related costs by assessing your network and putting you on an unlimited maintenance and support program for a simple fixed monthly fee.



Problem Solved.

> Act Now! Request your **FREE NETWORK ASSESSMENT** to get started!
www.dpsolutions.com/network-assessment