



- ✓ Exceptional customer support
- ✓ Personalized approach
- ✓ Customized solutions
- ✓ Skilled team of technical experts

*Do you have control over the costs associated with managing your IT infrastructure?
Has your business been impacted by server or network downtime?*

GridWay Managed Services – Total Protection Program

Server downtime can be devastating to businesses of all sizes. Corruption of data, loss of productivity, loss of revenue, and employee frustration are some of the consequences when Information Technology systems fail. Today it is rare for a single IT administrator to manage all the complexities of even the most straightforward infrastructure. Relying on in-house expertise alone can also burden individuals who are neither adequately trained, nor have the time to deal with IT emergencies. Hiring a managed services provider (MSP) is a smart business practice for companies that want to control costs and leverage technology to support and drive corporate initiatives.

GridWay has designed the **Total Protection Program**, a comprehensive managed services solution that is focused on preventive maintenance as well as unlimited service when you need it. No matter what the issue, GridWay will work until it is resolved. Whether you have all your server infrastructure and applications set up at your own facility, or you use our data centre for some services, GridWay can design the right Total Protection Program for you.

Total Protection Program, a managed services solution that is focused on scheduled maintenance and unlimited service - when you need it.

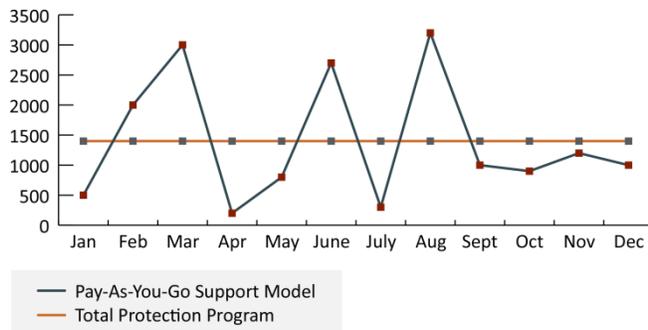
The **Total Protection Program** is made up of two categories of service deliverables.

Preventive Maintenance with Proactive Monitoring

- 24 x 7 server and network monitoring
- Regular desktop and server maintenance
- Scheduled firewall maintenance
- Server and desktop operating system patching
- Backup verification and test restores
- Anti-virus definition verification
- Anti-spam solution

Reactive Service and Emergency Response

- Help Desk support for users
- On-site desk side support as needed
- Emergency response to alerts triggered by monitoring system (remote and on-site)
- Unlimited number of support calls to Help Desk
- Application support
- Third party vendor facilitation



Would you like to budget accurately for your IT? Do you prefer predictable monthly fees rather than deal with surprise expenses?

With a “pay as you go” IT support model you run the risk of having months where you pay as much as three times what you would pay for a month of regular service. When there are no SLAs in place and no guaranteed response times, you could also experience delays in getting the service you need, or even worse, have to contend with server downtime. With GridWay’s Total Protection Program you pay a set monthly fee and GridWay becomes accountable for the performance of your network no matter how many issues you have or how long it takes to resolve them within any given month. We act as your IT Department and will take on issues as if they were our own, complete with putting a plan and remedy in place to avoid the same issue in the future.

Total Protection Program Advantage

- **Predictable monthly fee**
- **Simplified Budgeting**
- **Improved software compliance**
- **Better return on investment**
- **Reduced unplanned downtime**
- **Fast, reliable service**
- **Increased Productivity**
- **Access to a team of experts**

We understand that you have choices when selecting an IT Managed Service Provider. It is an important decision because your provider will be working with your most valuable assets: your corporate data, your equipment and most importantly, your employees.

GridWay stands out in the crowd and offers a level of customer service that is second to none.

Our strict call escalation policy, severity level classifications, and response guarantees mean that we can resolve issues quickly and reliably. We have a strong focus on documentation procedures so that we have accurate up-to-date information about your IT environment. Our team works collaboratively and cooperatively in order to reduce the amount of time to reach resolution. We take our job very seriously and understand that we are not only responsible for your IT infrastructure, but accountable as well.

We are available to be your technology advisor and will provide the support you need to navigate the myriad of solutions in the market today. You can trust GridWay to provide you with the advice you need to make sound decisions about your investment in technology, knowing that we will make recommendations based on your specific needs and your budget.

About GridWay

GridWay provides Cloud Computing and IT Solutions to meet the needs of small to medium-sized businesses. Our Professional Services Division has been helping customers in the Ottawa area for over 17 years design, build and maintain their on premise IT infrastructures. Recognizing the demand for cloud computing, GridWay also manages and operates its own data centre, designed with state of the art server, network, and storage equipment. GridWay’s customers include those in the medical, legal, accounting and high tech industries, along with not for profit and charitable organizations. Through our Managed Services Agreements, we are accountable for many unique and varied IT infrastructures, many of which have a blend of on premise and hosted solutions in place. GridWay’s Help Desk is staffed by trained and certified technicians who can provide support for customers on a 24 x 7 basis.

Ottawa Cloud Computing Centre

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