**ALDEBARAN**
GROUP

# DOES YOUR SOLUTION PROVIDER DO ALL THIS?

## FLAT RATE, MANAGED SERVICES

- Support and Maintain Your Entire Organization Remotely
- Unlimited Phone Support
- Assistance For Remote Users
- Onsite Support
- Trouble Ticketing System
- Escalation Process
- Labor for Workstations & Servers under Warranty
- 24x7x365 Network Monitoring With Automated Trouble-Ticket Generation
- Events/Services Monitored
- Proactive Maintenance Services
- Firewall Management
- Monthly Reports Of Work Performed & Network Health
- Managed Anti-Virus/Spyware Updates
- Email Archiving & Email Security
- Overall Network Security
- Patch Management
- Mobile Device Support

## VENDOR RELATIONSHIP MANAGEMENT

- Phone & Internet Service Providers
- Line Of Business Application Providers
- Copier/Scanner Providers
- Website Designer & Hosting Company
- Desktop And Server Hardware Providers

## PROFESSIONAL SERVICES

- Technology Solution Design & Development
- Disaster Recovery Planning & Response
- Offsite Backup
- Proof of Concept Testing
- Project Management
- Onsite Implementation

## COMPLETE HARDWARE SOLUTIONS

- Custom-Configured Server & Workstations
- Workstation Upgrades
- Network Printers, Switches & Router Installation/Support
- Server Refresh Upgrades

## *FOR MORE INFORMATION CALL* *(202) 683-6175*