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SOLUTIONS

Document Management

IT Infrastructure-Security

Managed Services

Microsoft® Dynamics

Microsoft® Platforms

Staffing

Technology Advisory

Wireless and Wired Networks

Workforce Collaboration



FOCUS ON YOUR BUSINESS WE FOCUS ON YOUR IT

Whether you are seeking to augment you existing IT staff or hand off day-to-day responsibilities entirely, Monreal Business Solutions can help. Our managed services solution proactively monitors, measures, and manages your IT infrastructure so you can stay focused on your business.

We leverage state-of-the-art proactive monitoring tools to ensure the health of each of your critical information technology assets. This approach allows us to transform alerts from business-impacting disruptions into transparent, routine scheduled maintenance. Your IT infrastructure becomes stable and predictable providing peace of mind.

We don't just stop there. We mine your monitoring data to drive recommendations for improvements and upgrades. We conduct Quarterly Business Reviews with your team so your technology stays aligned with your mission. Coupling QBRs with your strategic business goals enables our partnership to evolve your IT investment from purely a resource that enables your business to a catalyst that drives your business growth.

Monreal Business Solutions – Taking Care of Business



MONREAL HELP DESK SUPPORTED PRODUCTS LIST

SUPPORTED SOFTWARE LIST

DESKTOP APPLICATIONS

Adobe Acrobat
Citrix ICA Clients for Windows
IBM Lotus Notes Client
IBM Lotus SmartSuite for Windows
Interact Commerce Act! for Windows
McAfee Virus Scan
Microsoft Access
Microsoft Excel
Microsoft FrontPage
Microsoft MapPoint
Microsoft Outlook
Microsoft PowerPoint
Microsoft Publisher
Microsoft Vision
Microsoft Word
Microsoft Works
Symantec Norton Antivirus
Symantec PC Anywhere
Symantec WinFax Pro
WinZip Computing WinZip

DESKTOP OPERATING SYSTEMS

Microsoft Windows 95/98/Me/NT
4.0/2000/XP/Vista

MICROSOFT SERVER SUPPORT

Windows NT/ 2000/2003 Server
Exchange Server
Application Center Server
BizTalk Server
Windows Storage Server
Internet Security
Acceleration Server
Small Business Server
Commerce Server
SharePoint Portal Server
SQL Server
Systems Management Server
Content Management Server
Virtual Server
Additional Software Upon Request

SUPPORTED HARDWARE LIST

3Com
Acer
Aladdin Systems
Android
Brother
BlackBerry
Cisco Systems
Dell
Epson
Extreme Networks
Gateway
Hewlett-Packard
Hypercom
IBM
Iomega
iPhone
Juniper Networks
Lexmark
Micron Technology
NEC
Palm
Sony
Proxim
Toshiba
Viisage
WatchGuard Technologies
Xerox
Additional Hardware Upon Request

QUARTERLY BUSINESS REVIEW

Our network service program includes a Quarterly Business Review with your organization.

Prior to each QBR Monreal will audit all alerts and reports generated over the preceding 90 days and prepare a comprehensive analysis of our findings as well as demonstrate areas of cost savings, increased performance, any security vulnerabilities and over all health assessment of your network.

These meetings are designed to help ensure we:

- 1.) Are aligned with your IT business goals and address any changes as they occur;
- 2.) Present all the reports we have captured over the past quarter - ensuring you understand their overall impact to your business;

Our QBR summary and reports include:

- Executive Summary
- Website Monitoring
- Windows Server Health
- Work Completed Summary
- Site Performance
- Patch Status Detail
- Site Health
- Server Health
- MBSA and Patch Summary
- Asset Inventory
- Device Performance
- Site Performance
- Website Performance

Review and update you on all the work completed in the last quarter and discuss project(s) in progress;

Help identify IT solutions that will address existing a future IT requirements allowing you to ultimately make informed financial decisions.



- Level I and Level II Helpdesk
- Level III On-Site Support
- 24/7 and 9-5 Options
- Quarterly Business Reviews
- Continuous Monitoring 24/7
- Asset Management
- Preventative Maintenance
- Security Assurance
- Monthly Reports
- Virtual CIO

VIRTUAL CIO SERVICES

- Assist the business management team with IT value analysis and engineering
- Improve service levels/eliminate recurring problems
- Increase cost-effectiveness/value for dollars spent on Information Technology (functionality versus cost)
- Increase responsiveness to business needs/flexibility to quickly take advantage of opportunities
- Maximize benefit from current systems and IT service expenditures
- Empower the business management team with ongoing IT measurements (Key Performance Indicators) to drive improvements linked to the business bottom line
- Advise and educate the business management team on IT issues, choices, opportunities, changes and root cause problem resolutions
- Assist with departmental budgeting, business planning, project estimating and total cost of ownership information for IT decisions