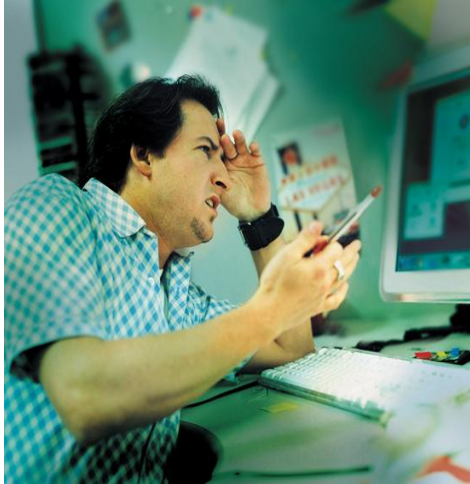


# DSD Managed IT Services



*Is your IT stressing you out?*

*You can:  
Increase Productivity!  
Protect Assets!  
Reduce Costs!*

*DSD Managed IT Services is for you!*

## **Increase Your Productivity (AND your Profitability)**

Tired of spending too much time and energy on keeping your IT working? Do you feel like your IT problems are never solved? DSD's Managed IT Services is designed with you in mind. Our goal is to provide a 'Best Value' solution for managing your IT so you can focus your time and energy on managing your customers. Your IT should be a business enabler not a management distraction. Your employees should spend more time improving your bottom line and less time struggling to fix poorly performing IT. DSD's proactive Managed IT Services solution will help you reduce your hidden productivity losses and at the same time improve the performance of your IT – Really! Interested?

## **Protect Your Assets**

Concerned about maintaining the security of your business? Do you feel unsure about how secure you really are? Could one security incident ruin your reputation and your business? DSD's Managed IT Services is designed with you in mind. Our goal is to provide a 'Best Value' solution for managing your IT Security and to free you of those nagging worries and concerns about the present state of your security so you can focus your time and energy on your customers. DSD Managed IT Services is designed to deliver military grade security robustness to your organization. DSD manages the security configuration of your IT to prevent those nasty bugs and viruses from upsetting your business health. To ensure your security management solution is of the highest quality, we employ a staff of security analysts and engineers who are familiar with the regulatory requirements you face (PCI, HIPAA, SOX, GLBA, FFEIC, etc). They are your security team. Interested?

## **Reduce Your Cost**

Are you having trouble finding the right IT solutions for you - within your budget? Do you feel like you are paying too much for what you get? Did you know that the cost of IT and the management of IT are the second most expensive costs of any business? DSD's Managed IT Services is designed with you in mind. Our goal is to provide a 'Best Value' solution for managing your IT as a life-cycle process. Making difficult technology decisions based on limited resources and skill sets can distract the business focus of your company and make you 'Technology Bound'. To ensure your life-cycle management solution is of the highest quality, we employ a staff of IT specialists and engineers who are familiar with the IT products and services that you need and who provide you with those you need to make the right decision for you. They are your life-cycle management team. Interested?

## **About DSD**

Founded in 1978, DSD Laboratories, Inc. is a small privately owned business that focuses on the needs of the clients. DSD uses sound processes, methodologies, and world-class standards for information technology to satisfy our client's business requirements.

DSD is a security minded company with personnel certified to provide state of the art technology solutions. DSD easily solves the difficult business challenges with IT.

DSD delivers IT services to federal, state, and local municipalities, public utilities as well as any commercial company regardless of the market vertical.

The largest federal agencies trust DSD personnel to deliver expert services and you can too.

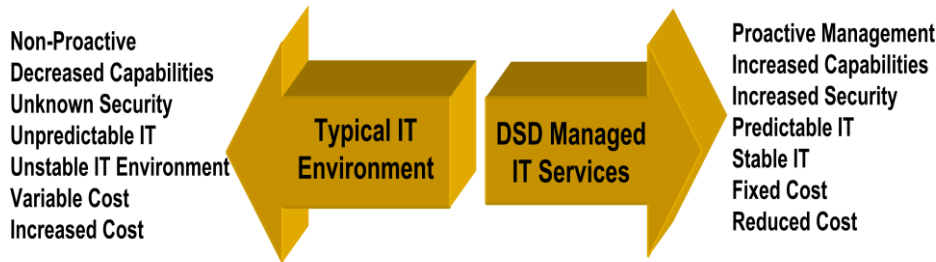
At DSD, "The job is not finished until the customer is satisfied."

**DSD Managed IT Services is "Peace of Mind"**



## DSD Managed IT Services Provides

- ✓ Reduction in ongoing IT staffing and training requirements
- ✓ Decreased burden of technical support and upgrades
- ✓ Decreased expenditures on future hardware and software
- ✓ The freedom for your internal staff to focus on your core business
- ✓ Alignment of your IT with your business strategy



Traditional IT and DSD Managed IT Services  
Feature Comparison

### DSD Managed IT Services Basic Package Includes:

- **Technology Care**
  - ✓ **Laptop/Desktop Care** – Monitoring, Management, Alerting, Response to User Issues
  - ✓ **Server Care** – Monitoring, Management, Alerting, Response to Server Issues
  - ✓ **Network Care** – Monitoring, Management, Alerting, Response to Network Issues
- **Security Care**
  - ✓ **Anti-Spam** – Reduce unsolicited emails 94% or more
  - ✓ **Anti-Spyware** – Detect and eradicate malicious programs
  - ✓ **Anti-Virus** – Detect and remove viruses, worms, malware and Trojans
  - ✓ **Content Filtering** – Control websites your employees can access
  - ✓ **Intrusion Prevention and Detection** – Stop and detect Internet attacks
  - ✓ **Quality of Service** – Ensure the network is at peak efficiency
  - ✓ **Secure Remote Access** – Internal system access securely from any location
  - ✓ **Secure Wireless** – Wireless access to the network
  - ✓ **Guest Wireless** – Internet only access to guests
  - ✓ **Vulnerability Scans** – Periodic scanning of the network to detect problems
- **Business Care**
  - ✓ **IT Strategy Planning** – Align IT with business goals
  - ✓ **Help Desk** – Complete IT Help Desk support for problems and questions
  - ✓ **Acquisition Assistance** – Help with HW/SW needs for your organization
  - ✓ **Cost Management** – Focuses on saving you money
  - ✓ **Vendor Management** – Work with your vendors for support needs
- **Application Care**
  - ✓ **Account Management** – Complete Management of User Accounts
  - ✓ **Bandwidth Management** – Ensure the application performs at its peak
- **Remote Management** – Management of HW/SW from our operations centers

### Additional DSD Managed Service Offerings

- **Business Backup/Recovery** – Secure and Reliable storage/ retrieval of your files
- **Managed Encryption** – Centrally Managed whole-disk encryption
- **24x7x365 Response** – Guarantees a response at all hours



## Customer Support

All support issues are assigned an internal tracking number through our help desk. Every ticket is prioritized by the type and severity of the issue. The ticket is then assigned to the appropriate level of DSD support personnel. DSD uses ticket escalation procedures to ensure that every issue is addressed by our engineers in a timely manner.

With **NO** Per-Call Fees, DSD contains your IT costs at a manageable level.

Each client is managed by a team of experts with reach back to an entire company of over 150 IT professionals.

### DSD IT Support Features:

- Guaranteed Service Levels
- Phone and Email support
- Problem Tracking
- Around the clock Monitoring
- Change request and general support
- Executive and IT Management Reports
- Monthly meetings ensure that IT resources are functioning
- Quarterly executive meetings help plan for IT expenditures

### DSD Services Provided to:

- Federal Government
- State Government
- Municipalities
- Utilities
- Airports
- Finance
- Insurance
- Healthcare
- Education
- Small-Medium Business
- Small-Medium Enterprise

Member of:

