



Fueling Your Business Through Technology



APEX IT GROUP

www.apexitgroup.com

Drive Business Results With

APEX IT GROUP



Managed Services

We become your Complete In-Sourced IT Department or part of your Technology Support Team. We offer comprehensive packages that include Technology Strategy and Advisory Services, 24x7 Pro-Active Network Monitoring and Maintenance, Managed Routers and Firewalls, Secure Online Backup, Reactive Support and Help Desk Services.

Providing today's

technology-driven

businesses with complete

technology management

solutions and resources.

Professional Services

Apex IT Group understands that your investment into technology must solve a challenge or serve a purpose. Our Professional Services Team provides our clients with expert project managers, network design architects with expert implementation and systems engineers. Apex IT Group offers Local and Wide Area Network Design and Implementation, Systems Design and Integration, Virtualization and Storage Solutions, Backup and Archiving, Remote Access Technologies and Network Security Solutions.

Web & Hosted Services

Apex IT Group provides our clients with Data Center and Network Colocation Services, Software as a Service (SAAS) including Microsoft Exchange®, Web & Application Hosting, Email Hosting, Spam Filtering, Creative Web Site Design Services, SEO and Web Site Analytics.

How We Fit In

Your organization relies on Information Technology and demands that network resources are constantly available. Companies just like yours have already engaged **Apex IT Group** to manage and support their Information Technology. Why? We deliver consistent, predictable results. **Apex IT Group** can become an extension of your IT staff or can fully integrate into your business as your IT Department.



Technology Support Options










Technology Support Options should not be confusing – Apex IT Group’s philosophy is to provide our clients with **complete IT Department Solutions** and the **right technology support** to fit their budgets. We believe all of our clients should receive core critical services based on the size of your business and your budget.

Plus

Your company requires the same guidance and remote support as a Fortune 500. Our Plus Package provides the same level of service to all clients including our pro-active centralized services, dedicated support teams, Virtual CIO & Apex IT Group.

Ultra

We become your Complete IT Department, providing Ultra Levels of Service and whatever it takes to keep your network pro-actively monitored, up, optimized, patched, protected, documented and supported.

	Plus	Ultra
<p>24x7 Live Remote Service Desk for Desktops, Laptops & Smartphones</p> <ul style="list-style-type: none"> • Customer Support for PC, Laptop & Smart Phones • Service Tickets & Customer Portal Access • Problem Isolation and Resolution • Remote Support Framework • User Support – “How to Questions” • Desktop Optimization and Performance Tuning • Patch & Update Management • Desktop Anti Virus, Anti Spyware, Anti Root Kit, Web Shield • Anti Spam & Virus Filtering “Powered by Postini®” • Remote Access to Corporate PC’s from anywhere (optional) 		
<p>Pro Active – Centralized Services</p> <ul style="list-style-type: none"> • 24x7 Network Maintenance & Checklist of Best Practices • 24x7 Remote Server & Application Monitoring • 24x7 Network Monitoring • Remote Infrastructure & Application Management • Anti Virus for Email & File Servers • Patch Management & Deployment • Asset Management with Custom Auditing & Reporting • Backup Monitoring & Management • Documentation Management (Network Diagrams & Information Forms) • Online Access to Remote Monitoring & Management Software 		
<p>Network & Infrastructure Management</p> <ul style="list-style-type: none"> • Dedicated Network Administration Team • Dedicated Network Security Administration Team • Dedicated Systems and Application Administration Team • Custom Application & Systems Reporting 		
<p>Virtual CIO (Chief Information Officer) & the Apex IT Group</p> <ul style="list-style-type: none"> • Quarterly IT Meetings with Technology Report • Technology Strategy & Advisory Services • Risk Analysis & Business Impact Assessment of Technology Decisions • Licensing & Subscription Management • Apex Technology Research and Design Desk • Technology Budgeting, Planning & Procurement • Designated Apex IT Group Management Team • Technology Vendor Management 		
<p>24x7x365 Unlimited On Site Reactive Support</p> <ul style="list-style-type: none"> • Reactive On Site Support Services M-F 8-5PM • Hardware/Network Failure Replacement Services • After Hours, Weekends & Holiday On Site Emergency Support 		

***Optional features on the back*

Technology Support Optional Features

Downstream IT Service Ticketing & Project Management Software

Apex IT Group will stream access to the same PSA (professional services automation) software that WE USE! You can integrate directly with our service desk and network operations team to track internal tickets, manage IT projects, assign tickets to our service desk and collaborate with us like we are your internal IT department! Great for IT Management Staff!

BUDR (Backup & Disaster Recovery) for Critical Servers & Workstations

We provide real-time automated disk backup, disk imaging, file level backup and bare metal restore for Windows servers and workstations. Unlike conventional file-based only products, Apex BUDR creates an image of the entire system state – including operating system, business applications, user settings, drivers and data – giving administrators the framework to completely rebuild a downed system quickly!

SourceCopysm Secure Online Backup powered by Asigra[®].

Apex IT Group offers regulatory compliant continuous data protection for critical Servers and Desktops including Windows®, MAC OS X, UNIX, AIX, Linux, Novell, SQL, DB2, Oracle and more.

Standby Spare PC, Laptop & Server

Apex IT Group will provide a spare PC, Laptop or Server in the event of an emergency hardware failure for temporary use until a replacement is procured and installed.

Requires Backup & Disaster Recovery Options

Apex IT Group Delivers

Peace of Mind



Apex IT Group will manage your technology, while you focus on running and growing your business. We provide total technology management solutions that relieve the burden and complexity of managing technology. Let us manage IT for you!

24/7 Pro-Active Support



Your business requires it. Apex IT Group is always a step ahead – monitoring and managing your computer network and applications. Our team foresees problems before they occur. If a problem arises, we solve it immediately, often before you knew anything went wrong.

Effective Communication as Business Partners



Communication is key! It takes a special skill set to truly understand your business the way you do. Technical skills are important, but a partner must understand your business needs to ensure technology aligns with your business strategy. We take pride in our business as well as our clients' – making it our mission to be your business partner.

Technology Advisors



Apex IT Group remains on top of the latest technologies and the impact those technologies can have on your corporate image, operations and bottom line. We understand what it takes to listen to your needs and deliver solutions that meet your business objectives.

Service – Experience – Results – Now



You want technology to work so you can focus on running your business. Apex IT Group understands. You want answers and results that can be measured. You don't have time to wait. Our team makes sure you get these results rapidly.