

EPIC INFORMATION SOLUTIONS:

MANAGED SERVICES

THE BETTER WAY TO SUPPORT IT INFRASTRUCTURE



Business Benefits for You

- Managed Service Agreements help you avoid the costs of building your own management and reporting systems. We manage the responsibilities of time and trained IT personnel so you don't have to.
- Static monthly fee means no surprise IT expenses.
- Constant monitoring of your IT infrastructure to enable proactive support and reduce the frequency of issues.
- Dedicated Customer Satisfaction Reps (CSR), and a web-based portal for creating and checking the status of service tickets.
- Peace of mind through 24x7 monitoring and support.
- Weekly scheduled visits by a highly trained, certified, and experienced technician.
- Single point of contact for all additional service and quote requests, eliminating the need to deal with multiple vendors.
- Regular budget and planning meetings to discuss current and future investments in your IT Infrastructure.

About EPIC Information Solutions

Our 80 Manitoba IT Professionals, who represent more than 400+ certifications, guarantees we are invested in your success. By partnering with the best technology companies, we have an outstanding services organization that, when coupled with our technology partners, delivers superior solutions to our customers. HP, Citrix, VMware, Microsoft, and Cisco are the key technologies that make up the foundation of our solutions. Whether your company has 5 or 500+ people, the highly trained staff at EPIC can create and implement a solution to fill your needs. Check out our website at www.epic.ca.

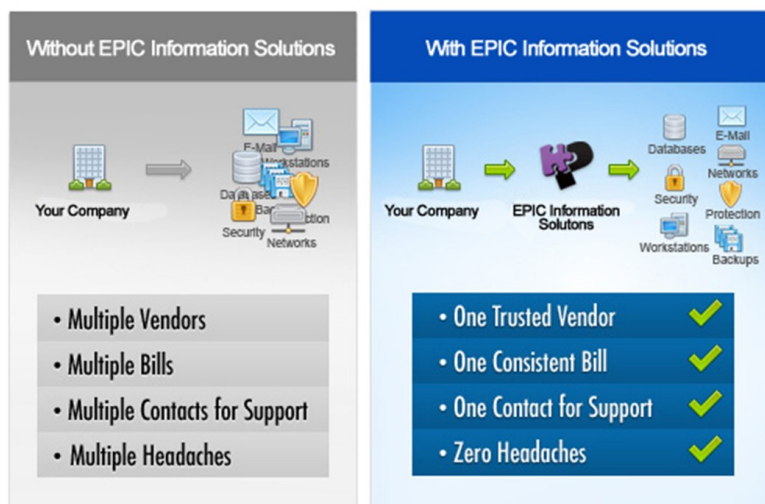
Managed Services is a service which supports a company's information technology Infrastructure for a fixed monthly fee.

Facts of Supporting an IT Infrastructure

1. IT is becoming increasingly more important to the day-to-day function of every business, and as a result, IT has become much more complex.
2. A static monthly fee makes it easier for organizations to budget support costs against an overall budget.
3. Implementation of best practices reduces IT infrastructure outages significantly.
4. Identification of potential issues and pro-active maintenance will result in less system downtime and more stable access to network services, which significantly increases the productivity of any organization.

Maintaining an efficient Information Technology infrastructure can cost excess time, money, and effort, if not planned or executed properly.

Let EPIC Information Solutions be your expert. For a single static monthly cost,



EPIC's **Managed Services Agreement** is the answer. That's one cost - the same cost, every month. And we'll take care of everything for that same monthly cost, so that you don't have to.

Let us make it easier for you ...

The monthly fee for a Managed Services Agreement (MSA) is based on the complexity of the network, the devices and services being supported, and the level of service requested by the customer. This monthly fee can be adjusted as equipment is added, removed, or changed.

This monthly plan also includes a clearly defined **Service Level Agreement (SLA)**. The SLA is defined as the time frame within which EPIC Information Solutions will respond to the issue (s) at hand, depending on the severity of the situation.

For more information, please contact:

EPIC Information Solutions

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