

Customer Testimonials

"I would happily recommend their services to any company in need of loyal, responsive and professional managed service provider ." -Eric DeBord, PROtential

"MS is not like other service providers. They actually seem to care about their customers." - Mike Jones, Cancer Treatment Centers of America

"MS is a rare breed of information technology service provider-not only are their technical knowledge state-of-the-art but they are highly creative, innovative and able to communicate their ideas to Hartmarx users in language that they understand. We thoroughly enjoy working with them." - Lin Valentine, VP-Compensation & Benefits, Hartmarx Corporation



Consulting Services

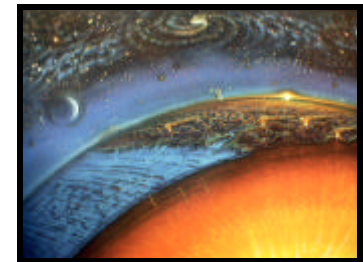
- Application Development
- Internet Development
- Intranet Development
- Database Development
- LAN/WAN Administration
- Database Administration
- Application Migrations
- Platform Migrations
- Project Management Services
- Business Planning Services
- Application Integration
- Training Services

MS Managed Services, Inc.
One Tower Lane, Suite 1700, Oakbrook
Terrace, IL 60181

800.648.0404
sales@mscsinc.com
www.mscsinc.com



**A Desktop Managed
Services
and
IT Consulting Solutions
Provider**



**Providing Desktop Managed Services
Delivering Peace of Mind**

Value Proposition

MS Managed Services provides comprehensive desktop Managed Services solutions. For one predictable monthly fee, we offer proactive administration, real-time remote support and asset management and procurement. MS Managed Services streamlines management of your IT Infrastructure and can deliver cost savings of upwards to 50%, as well as improved service, reliability, and security, allowing our customers to focus on their core competencies.

Services Offering

Helpdesk Support - Helpdesk support is the foundation of our Managed Service offering. Our centralized help desk provides a single point of contact for friendly, reliable real-time user support; accessible via phone, e-mail, or chat; advanced remote management tools provide virtual desk-side assistance; on-site assistance as required. This offering is available according to the exact Service Level Agreement (SLA) needs of our customers. Our basic support level is 8x5 coverage. Coverage levels increase all the way to 24x7.

Management Services - Planning, procurement, and deployment services; highly automated hardware/software installation and upgrades; continuous remote monitoring and performance reporting; user training and asset tracking. This service is included with our basic support level offering.

Asset Management - Simply stated, we track your PC and software assets. This has many benefits. First, MS can immediately identify the configuration of a caller's PC. Second, It allows MS to track all software products. This can help to ensure legal license compliance and accountability. Also, it can have the hidden benefit of uncovering possibilities for discounted quantity licensing. So Asset management not only enhances the level of service that can be supplied to a caller, but it gives the customer knowledge, control and traceability over their property. Our clients can further request full reporting on their assets at any time.

Workstations - This is another service in our Management Suite. You work with MS personnel to define standard PC configurations for your environment. From that point forward, these configurations will be used as templates for all existing and new PC's in your environment, eliminating the problem of users installing whatever software they desire on your PC's, and giving you back the control. Additionally MS can procure a Microsoft Professional desktop or laptop workstation with a comprehensive, regularly updated software suite that would be configured for your environment by the customized template.

Network— A robust, scalable, and secure network linking workstations, servers, and the Internet; features include a Local Area Network with onsite file/print servers and roaming user profiles, daily data backup at MS's secure network operations center, e-mail/messaging, firewall security, Internet content filtering, virus protection, and mobile computing access via encrypted VPN.

CIO Planning and Review - This service is included in our basic helpdesk offering as a value-add to a customer's IT environment. Once per quarter, a high-level business-minded technical consultant will meet with you to review the existing environment and provide planning assistance for the future.

Remote Backup of Servers - This option allows MS to backup your servers to our location, thus ensuring that good backups are completed and stored offsite. It can be used as an important step in a disaster recovery scenario.

Antivirus and Antispam Protection - This service provides a minimum of three levels of antivirus protection for both incoming and outgoing email, and can help eliminate unwanted emails.

Additional Hour Support - This service is for customers whose software support needs might not be completely met by a remote management scenario. Blocks of 8 hours per month can be purchased at a reduced rate to ensure any required onsite support needs are planned for and available.

Legacy Support

For customers that do not require an enterprise-class solution as described above, MS still provides legacy contracts for customers that want to retain one or more consultants on an "hours per month" software support contract. Please contact your MS account representative for details.