



IT services tailored to your business!

Strategic IT Service Packages will give create opportunity for growth!

At LDI we believe that technology is a tool that if used strategically, will give you the competitive edge to help your business grow and provide you with the resources to manage that growth.

LDI's approach is unique because we focus on the success of your business and foster a long-term relationship that is critical in using technology to your advantage. By integrating our services into the way your company operates, we ensure that the right solutions are implemented and maintained and that you effectively take advantage of technology.

We have created our Strategic IT packages so that you no longer need to worry about your IT infrastructure and can focus on the other aspects of your business . We ensure that your systems are operating properly and that routine maintenance is done to reduce the risk of computer malfunction. If a problem does arise, it will be taken care of quickly.

Distinct advantages include lower IT overhead, control of your IT infrastructure, HelpDesk Support, ongoing computer, networking and software maintenance as well as priority scheduling if a crisis does arise. Most importantly, we establish a long-term relationship that allows LDI to become an intrinsic part of your company ensuring that technology is used strategically to promote the growth and success of your company.



latestdevelopments.ca

Microsoft®
Small Business
Specialist

*Latest
Developments*
Inc.

Connecting Business With Technology

All prices, specifications and promotional offers are subject to error, cancellation, change and substitution at Latest Developments Inc. (LDI's) discretion at any time without notice. LDI can not be responsible for typography, photography, pricing errors or other errors. LDI reserves the right to cancel orders arising from any such errors. Unless otherwise specifically advertised, promotional offers are not combinable with any other offer or volume based or other discounts to which you may be entitled. Copyright © Latest Developments Inc., (LDI) 2005

Component	Start Up	Integral	Strategic
Installation and maintenance of virus protection - Ensures that your computers will not be damaged by computer viruses.	•	•	•
Pre scheduled hardware tune-up and maintenance - Ensures that your hardware is clean, running well and that all wires and peripherals are connected properly to avoid future problems.	•	•	•
Pre scheduled software tune-up and maintenance - Ensures that your computers are using the latest software updates and that redundant software is not running which increases overall performance of your computer.	•	•	•
Priority scheduling for emergency IT support - You will be scheduled for the next available time when emergency situations arise limiting your down time.	•	•	•
Help desk support You will be provided with HelpDesk support calls relating to use of hardware, Operating System and common Office products so you get the most out of your technology.	•	•	•
Service report - We will provide you with predetermined service reports so that you are aware of all work performed and are up to date on the health of your IT infrastructure which eliminates concern.	•	•	•
Pre-scheduled network maintenance - You will be provided with scheduled Network maintenance to ensure that your network is running efficiently and to prevent future problems.		•	•
Scheduled training You will be provided with pre scheduled training to address use of hardware, Operating Systems, and common Office software so you can get the most out of your technology.		•	•
System Monitoring - We will provide you with ongoing monitoring of network logs and forward you notice when a system error has occurred and what was done to correct it. This ensures that repetitive problems can be investigated and corrected before they become critical .			•
Firewall maintenance - We ensure that all appropriate ports are operating correctly so there are no intruders and your data is always protected			•

Client Requirements

- An initial pre-site inspection is required to determine the status of your current IT situation
- Computers must have anti-virus and anti-spyware software installed.
- Anytime a computer is opened there is small chance a hardware component could fail. We ensure every precaution is taken and anti-static procedures are in place, but in the event of hardware failure, you will be responsible for additional costs for repair.
- Network must have functioning hardware or software firewall installed.
- If you do not already have a backup and disaster recovery system in place we can customize one for you.
- When we come on-site to repair an issue, the computer(s) we are working on need to be made available for however long the repair takes. If testing is required, the person who uses the system must be available.
- For regular monitoring of logs we must have remote access to your network. Depending on your network configuration, we can custom configure a secure remote support solution. This also allows us to take care of a number of issues without coming on-site.