

# Looking for more than a Geek?

## *Outsourcing: IT Services for Small Business*

### Transforming IT: from Cost Centre to Profit Centre

**Your focus** should be on **your business** – not worrying about your IT issues. That's our job!

*Concerned that outsourcing is too expensive?* Although it may seem cheaper to manage your own systems, it often costs more, whether you do it yourself, rely on one of your employees, or hire in-house IT staff. Outsourcing gives you access to IT personnel with a broad range of expertise – that means issues are resolved more quickly – and that results in less downtime for everyone. Plus, you only pay for technical services when they are needed, rather than being stuck paying full-time salaries.

*Why choose Latest Developments as your IT partner?* Our approach to information technology is somewhat unique: **we are small business consultants with technology solutions.** Our focus is not just on IT, but on the overall success of your business. By understanding your company and its operations, we identify the best ways to integrate IT. Our ultimate goal is to transform your IT operations from an area that **costs your business money** into an area that **makes your business money.**

*Our Approach:* our first priority is to create a solid and stable IT platform, enabling you to effectively run your business. We ensure that your systems are operating properly and that routine maintenance is done to minimize the risk of costly computer downtime.

Once a stable infrastructure is in place, we use the knowledge we've gained about your business to develop solutions that are tailored to fit YOU. Technology has a lot of benefits to offer. By taking full advantage of them, your business is able to operate more efficiently – making you able to do more with less.

No matter what your size, you need to use technology strategically to give you that little edge to make your business grow and to help you manage that growth. Let us help you get there – give LDI a call today!

Microsoft.  
Small Business  
Specialist

*Latest*  
**Developments**  
Inc.

CONNECTING BUSINESS WITH TECHNOLOGY

latestdevelopments.ca

| Components  | IT Monitoring & Support | Proactive Network Maintenance | Total Assurance |
|---|-------------------------|-------------------------------|-----------------|
| <b>Help Desk &amp; Remote User Support*</b> - provides you with support calls and remote user support sessions relating to the use of your hardware, operating system and standard Office products.                 | •                       | •                             | •               |
| <b>Monitoring*</b> - ongoing monitoring of event logs, backup logs, spam logs, verification of connectivity and functionality; ensures that problems can be investigated and corrected before they become critical. | •                       | •                             | •               |
| <b>Software Patch Management &amp; Updates</b> - ensures that the latest service packs, security updates, etc., are installed on your systems.  | •                       | •                             | •               |
| <b>Anti-Virus Software Management*</b> - ensures that your anti-virus software is kept up-to-date; protects your systems against damage by computer viruses.  | •                       | •                             | •               |
| <b>Priority Response</b> - priority scheduling when emergency situations arise; minimizes down time.  | •                       | •                             | •               |
| <b>Scheduled Onsite System Check</b> - routinely scheduled onsite visits to ensure that your systems are running properly.  |                         | •                             | •               |
| <b>Preventative Software Maintenance</b> - cleaning off unneeded files and ensuring that redundant software is not running in background; increases overall performance of your computers.                          |                         | •                             | •               |
| <b>Preventative Hardware Maintenance</b> - ensures that your hardware is clean, free of errors and running properly; verify that all cabling and peripherals are properly connected.                                |                         | •                             | •               |
| <b>Security &amp; Firewall Maintenance*</b> - verification that all appropriate ports are operating correctly so there are no intruders; keeps your data protected.   |                         | •                             | •               |
| <b>Proactive Network and Server Maintenance</b> - scheduled network maintenance; ensures that your network is running efficiently and prevents future problems.   |                         | •                             | •               |
| <b>Network Log Monitoring</b> - checking log records to ensure potential problems are detected early.   |                         | •                             | •               |
| <b>Onsite Technical Support/Troubleshooting</b> - onsite visits to diagnose and resolve system and network issues.  |                         |                               | •               |
| <b>Network Administration</b> - daily administration of your network; setting up of user groups and permissions; ensure network is functioning optimally for daily business requirements.                           |                         |                               | •               |
| <b>Asset Management</b> - documentation of systems, peripherals, IT equipment, software licenses, etc.  |                         |                               | •               |
| <b>Vendor Management</b> - liaise with hardware and software vendors to resolve any service issues with your equipment.   |                         |                               | •               |
| <b>Network Documentation &amp; Disaster Recovery Plan</b> - documentation of network setup; preparation of a plan to restore the network in case of failure.  |                         |                               | •               |

### Client Requirements

Requires minimum infrastructure standards and/or a stabilization of the systems/network.

\* Remote User Support & Monitoring options require pre-installation of remote access software; Anti-Virus management requires pre-installation of anti-virus/spyware software; Security & Firewall Maintenance requires pre-installation of functioning hardware or software firewall.