



“ Managing and troubleshooting desktops, networks, servers and IT security is rarely seen as a core activity by SMBs. Some of the questions which come to your mind are like- "Does hiring a full-time IT support specialist make sense? Can I pay a predictable monthly price rather than being at the mercy of IT support charges paid by the hour? How can I reduce downtime, poor performance and IT security breaches without paying through the nose?" ”

Relax!

You are not alone. >>

>> **Fact 1**

SMBs report an average of over 50 hours of lost productivity a year per employee caused by IT problems.

>> **Fact 2**

93% of IT problems can be proactively addressed via remote administration before they turn into performance problems, downtime, loss of data or security breaches.

>> **Fact 3**

Current IT support providers profit when you face more IT problems rather than less!!!

Play it smart with Complete Care, a set of comprehensive IT management services at a predictable and affordable monthly cost. Complete Care provides top-class IT services and a sophisticated set of IT management tools, currently available only to Fortune 1000 companies. You get all of this without huge up-front investment or committing to long term contracts. Furthermore, start-up time is minimal. Our technology allows us to proactively fix issues before they turn into problems and instantaneously attend to a problem to prevent disasters. Experience a higher level of service with Complete Care. Given the fact that we charge a predictable monthly cost, we profit when our customers have less problems rather than more.

Rely on us - remain in YOUR SERVICE NAME.

Broadly speaking, we manage everything related to your desktops, networks and servers. Cygnus Systems, Inc. does specialized SQL database monitoring, e-mail protection and management, network management, server maintenance, desktop support, performance monitoring, patching, anti-virus updates, software deployments and much more. We have teams of certified engineers and technicians delivering high levels of IT support from our Network Operations Cen-

What we offer?

Server & Network Management

- Windows NT/2000/2003 Server support and proactive maintenance
- Troubleshooting any alert that arises while monitoring systems
- Weekly check for viruses and event logs to identify problems and troubleshoot them
- Check and patch-up all security holes and verify data backup
- Management of all Hubs, Switches and other network devices

Desktop Support

- Regularly deploy patches and update virus definitions
- Perform desktop tuning such as Defrag, Scandisk, Paging file optimizations, bottlenecks, etc.
- Deploy updates to software and service packs
- Support all off-the-shelf products and third-party applications
- Extend end-user technical support

Security Management

- Proactive firewall maintenance and troubleshooting as soon as the problem arises
- Maintain logs of intrusion attempts from outside influences
- Continuously filter for bugs, Spyware, Malware and other threats
- Proactive monitoring of e-mail for spam and viruses before they affect the system

Customer Benefits:

Complete Care believes in proactive monitoring and preventive maintenance. We work towards making your systems work optimally. It sets you free from all the worries of cost and downtime and allows you to focus on your core business. You get affordable bills delivered consistently.

Some of the benefits from Complete Care are:

"Our average time to resolve an IT problem from start to finish is 22 minutes."

Preventive approach and Quick Response

- Reduce IT downtime and security issues by over 70% via proactive management.
- Cut the attend time to a problem to less than 5 minutes via our remote management technology.

Access to top notch expertise

- Your IT infrastructure is supported by a team of high specialized and experienced engineers working from our Network Operations Center. You are relieved from being at the mercy of a technology "generalist".

"We have been able to resolve 93% of IT issues remotely and proactively."

On average, we have delivered savings of more than 35% to our customers in terms of IT support costs.

Access to superior IT Management technology

- It uses SAAZ, a high-end IT management platform being used by companies such as Sony, LG and Carnegie Mellon.
- SAAZ is an integrated set of tools to proactively monitor, manage and protect your network.

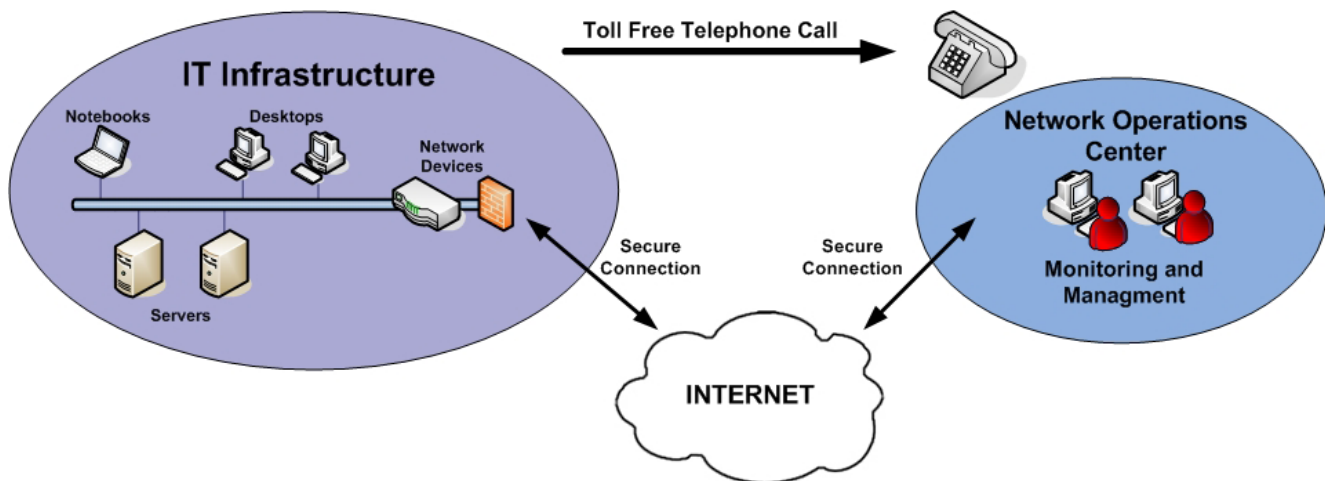
Lower and Predictable IT costs

- A predictable monthly cost that can be budgeted with no surprises.
- Eliminates the need to build in-house expertise on IT infrastructure and security technology.
- Provides economies of scale that let small and medium businesses get "Fortune 500 class" IT management and support at an affordable cost.

"We use the 'SAAZ' as IT management tool which is being used by companies like Sony, LG and CMU."

How it works

- When Cygnus Systems, Inc. engages with you, the first step is to assess the network, perform improvements and create network usage policies. It takes all necessary steps to create standardization for ease of use and administration. We want to make the network easy to use for you and easy to manage for us.
- We then install a machine with the SAAZ software called Management Node. Management Node constantly performs checks on the Servers, Network, Firewalls and Desktops and alerts the engineers at the COMPANY NAME Network Operations Center who in turn proactively take appropriate steps to prevent the potential issue from becoming a real problem.
- Using SAAZ the engineers at the Cygnus Systems, Inc. Network Operations Center perform preventive maintenance tasks such as deploying anti-virus updates, patches, removal of spyware, "cleaning" of machines, tuning of servers, updating firewall rules and much more to keep the client's network running optimally.
- When an end user encounters a problem, he or she calls a toll-free number and an engineer at the Cygnus Systems, Inc Network Operations Center responds. The engineer assists the user or when necessary, with



permission of the user, the engineer takes remote control of the machine and resolves the problem directly. In our experience we have been able to resolve close of 93% of all user issues remotely.

- Should the issue be such that it cannot be resolved remotely (as is the case with failure of hardware), Cygnus Systems, Inc. dispatches a technician to your site.
- Data collected by the management node is analyzed and converted into meaningful reports which are available online for you to see. Cygnus Systems, Inc. reviews the reports with you to identify incorrect usage or potential security problems and to make improvements to the network.

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