

Monthly Computer Support Plans

Choose the right plan for your business.

We have a pair of comprehensive monthly support plans to choose from. Each plan offers proactive management of your company's computer systems, and is tailored to the unique needs of your small business. Client's who wish to "try before you buy" can demo our plans for one month (with the option to cancel with no questions asked), or simply try our On-Demand service.

► Professional Support Plan

Our Professional program is ideal for small and medium sized businesses, who don't have a full-time IT department but would like to have the benefit of enterprise-class support services.

- 24/7 Server Monitoring
- Unlimited Email Support
- Unlimited Phone Support
- Unlimited Remote Support
- Discounted Onsite Support
- Faster Response Times
- Hardware/Software Procurement

► Premium Support Plan

The Premium program is designed to supplement your existing IT department. This "all inclusive" model provides the benefits of a full-time IT department at a predictable, budget-friendly cost.

- 24/7 Server Monitoring
- Unlimited Email Support
- Unlimited Phone Support
- Unlimited Remote Support
- Unlimited Onsite Support
- Fastest Response Times
- Hardware/Software Procurement
- After Hours Server Recovery
- Vendor Management

Small Business Phone Solutions

In a busy office, your phone system is a critical infrastructure component. Let Leverage IT set you up for success.

Leverage the Cloud for your next phone solution. Our hosted VOIP solution is tailored to the needs and budgets of small businesses. Enjoy the features of an enterprise-class phone system at a fraction of the cost and overhead. We provide you with state-of-the-art IP phones and your PBX is hosted in the Cloud. We even offer onsite installation and support by one of our certified in-house Technicians. Our service includes over 40 advanced calling features:

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|-----------------------------|------------------------------------|--------------------------------|
| ► Online Account Management | ► Caller ID (outgoing) | ► In-Call Features |
| ► Address Book | ► ChatCalls | ► iNum Numbers |
| ► After Hours Greetings | ► Receive Calls on Your Smartphone | ► Local Numbers |
| ► Call Blocking | ► Conferencing | ► Local Number Porting |
| ► Call Forwarding | ► Dial-by-Name Directory | ► Menus (IVR) |
| ► Call Handling Rules | ► Do Not Disturb | ► Mobile Office |
| ► Call Logs | ► E911 / 911 Dialing | ► Numbers |
| ► Call Notification | ► Extensions | ► Professional Recording |
| ► Call Recording | ► Fax | ► Queues |
| ► Call Screening | ► Follow Me | ► Schedules |
| ► Call Transfer | ► Free In-Network Calls | ► SMS Send & Receive |
| ► Call Voice Tagging | ► Global Numbers | ► Toll Free Numbers |
| ► Call Waiting | ► Greetings | ► Unlimited Minutes Extensions |
| ► Caller Analytics | ► HD Voice (High Definition) | ► Vanity Toll Free Numbers |
| ► Caller ID (incoming) | ► Hold Music | ► Voicemail to Email |



Peace of mind. Delivered.



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*IT SUPPORT, CLOUD SERVICES &
BUSINESS PHONE SOLUTIONS*

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*IT SUPPORT, CLOUD SERVICES &
BUSINESS PHONE SOLUTIONS*

The benefits of IT outsourcing for small businesses.

Increase efficiency. Companies that do everything themselves have much higher research, development, marketing, and distribution expenses. An outside provider's cost structure and economy of scale can give your firm an important competitive advantage.

Reduce labor costs. Hiring and training staff for short-term or peripheral projects can be very expensive, and temporary employees don't always live up to your expectations. Outsourcing lets you focus your human resources where you need them most.

Start new projects quickly. A good outsourcing firm has the resources to start a project right away. Handling the same project in-house might involve taking weeks or months to hire the right people, train them, and provide the support they need. And if a project requires major capital investments (such as building a series of distribution centers), the startup process can be even more difficult.

Focus on your core business. Every business has limited resources, and every manager has limited time and attention. Outsourcing can help your business to shift its focus from peripheral activities toward work that serves the customer, and it can help managers set their priorities more clearly.

Level the playing field. Most small firms simply can't afford to match the in-house support services that larger companies maintain. Outsourcing can help small firms act "big" by giving them access to the same economies of scale, efficiency, and expertise that large companies enjoy.

Reduce risk. Every business investment carries a certain amount of risk. Markets, competition, government regulations, financial conditions, and technologies all change very quickly. Outsourcing providers assume and manage this risk for you, and they generally are much better at deciding how to avoid risk in their areas of expertise.



Peace of mind means no problems, no worries, and no budget-breaking IT overhead.

MONTHLY SUPPORT PLANS – A PROACTIVE APPROACH TO KEEPING YOUR BUSINESS RUNNING SMOOTHLY

Simply put, Leverage IT's Monthly Support Plans are computer support agreements tailored to your needs and budget. When your computer systems are down, what do you do? Do you call around looking for the best price and hope that a qualified technician arrives? What if you could be notified before you even knew there was a problem with your system? What if you knew how much your computer support would cost every month, and had the peace of mind that your network was being managed by competent, friendly technicians.

Our focus is on keeping your IT systems up and running so that you can concentrate on your core business. With Monthly Support Plans, we provide our highest level of support based on a flat-fee support agreement. You pay the same amount every month for the services included in your plan regardless of how much support you require. Time and hourly rates are not an issue because we are motivated to make your environment as stable and functional as possible no matter what it takes. Plus, there is a built-in IT strategy element that ensures you are getting the most out of your IT investment.

THE LEVERAGE IT CLOUD TAKES THE WORRY OUT OF STORING YOUR VALUABLE DATA

With the cloud, we provide a secure and readily accessible home for your data assets. We take care of maintaining the system infrastructure, using up-to-date, redundant hardware and software systems. Your business can "plug in" to this resource without investing in anything other than your relationship with Leverage IT.

The underlying server technologies that make your business run can be time-consuming and expensive to manage and maintain with in-house resources. Our cloud solutions can free you and your technology staff to work on what you actually do.

Leverage IT can provide you with a dedicated or virtual Microsoft Windows-based server located in our Data Center. We manage the backups, anti-virus and windows updates, and monitor your server 24/7.

And you just manage your business!

Many problems and disasters can be prevented with proper configuration, installation and user setup.

Leverage IT Services

No matter what your IT support needs, Leverage IT has you covered with experienced technicians and the latest technologies.

GENERAL DESKTOP COMPUTER SUPPORT

Whether you've purchased a new computer and need help setting it up, need software installed or updated, or need troubleshooting assistance, Leverage IT has Microsoft Certified technicians to handle all your desktop support needs.

- ▶ Anti-Virus/Anti-Spyware Software Installation
- ▶ Virus/Spyware Removal
- ▶ Software Installation and Support
- ▶ Windows® Error Troubleshooting
- ▶ Hardware Break/Fix Support
- ▶ Peer-to-Peer Networking
- ▶ Network Printer Installation

MICROSOFT EXCHANGE EMAIL SERVER SUPPORT

We are small business specialists with expertise in Exchange Server Best Practices, so you can be sure that our Exchange Server technicians can achieve the email security and reliability your business requires.

- ▶ System Installation
 - Domain Registration
 - DNS Configuration
 - Outlook Webmail Setup
 - Windows Mobile Devices Setup/Support
 - POP, SMTP, IMAP Setup
- ▶ System Configuration
 - Filtering Policies
 - Antivirus/Spam Protection
 - Disaster Recovery
 - Clustering
 - Replication
 - Mail Archiving
- ▶ System Maintenance
 - New Users Setup
 - Password Resets
 - Name Changes
 - Aliases
 - Distribution Group Setup



CLOUD SOLUTIONS

Leverage IT offers cloud solutions that include proactive 24x7 monitoring with a focus towards business continuity and disaster recovery.

- ▶ Hosted Anti-Virus Protection
- ▶ Off-site Data Backup
- ▶ Hosted Exchange Services
- ▶ Hosted DNS and Email Spooling
- ▶ Server Hosting Service
- ▶ Office 365

DATA BACKUP SERVICES

With most backup solutions end users experience downtime while servers are re-configured, parts are replaced and data is restored. Our DataGuard BDR (Backup & Disaster Recovery) appliance is a tapeless solution that backs up your data onsite and to the cloud. In addition, your production servers can be virtualized in the event of a disaster.

- ▶ Automatic server backups every 15 minutes
- ▶ Back up multiple servers with one device
- ▶ Instant virtualization of your production server on the BDR
- ▶ Automatic cloud backup of your company data
- ▶ Bring your server online in the Cloud if your building is destroyed
- ▶ Backups monitored by our certified Technicians

NETWORKING SERVICES

Leverage IT's network infrastructure experts work with leading edge security and networking vendors such as Cisco, Sonicwall, HP and Dell and we also implement and support their firewall/router technologies.

- ▶ Routing/Switching
 - Router/Switch Setup and Configuration
 - ISP Setup
 - VLAN Setup
- ▶ Security
 - Firewall Setup and Configuration
 - Port Forwarding Setup
 - Domain Controller Setup (Active Directory, Group Policy, DNS)
- ▶ Security
 - VPN Setup

With your IT systems and phones running smoothly, efficiently and dependably, your staff can concentrate on doing what they do best.



CONSULTING AND PROCUREMENT SERVICES

Our consulting staff listens to you and finds out what your business needs, the challenges it faces, and helps you achieve your goals and expectations.

- ▶ Solution Consulting
- ▶ IT Project Management
- ▶ Hardware/Software Procurement
- ▶ License Compliance
- ▶ Server Rollouts
- ▶ Router Cutovers
- ▶ Establishing Acceptable Computer Use Policies and Procedures
- ▶ IP Phones

Leverage IT has a support program to fit your needs and your budget.

Whether you are an office of hundreds or a one man show, Leverage IT can provide a plan that works for your business.

As compared to in-house IT departments, our flexible support programs are structured to provide a higher level of performance and priced to provide a better IT support value,

Call us today at 800-585-4413 to schedule your **FREE ONSITE IT ASSESSMENT** as a first step toward achieving IT peace of mind!

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Learn more online at www.levitg.com