



Business Support Solutions By:



Proactive & Comprehensive Support

You need a **technology support partner** that understands how important keeping your systems operating at peak performance is to your bottom line.

A partner that does more than just respond when things break, but rather takes a proactive, comprehensive, and forward-thinking approach to helping you leverage your technology investments.

You focus on your business objectives; we ensure that your systems are ready to help propel you forward.



Workstation Efficiency

Improve employee efficiency, eliminate unnecessary security risks and put an end to aggravating and avoidable business disruptions via comprehensive workstation management.

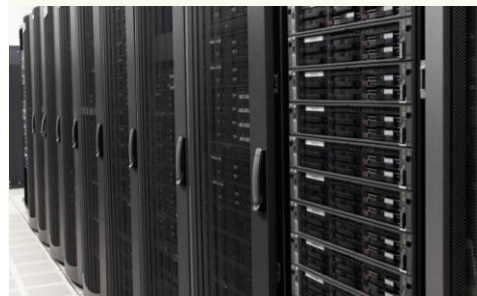
From precision systems optimization to preventing the use of time draining, bandwidth hogging personal applications – We'll maximize employee productivity!



Server Continuity

If you have large amounts of customer transactions, business critical applications or valuable client records, these business assets are represented in the form of data. Reduce the risk of losing this critical data, or losing access to this critical data for an extended period of time.

We protect your business from catastrophic failures and loss of critical data!



Network Reliability & Security

These days, every second counts, and putting up with anything less than maximum performance is a risky gamble. Your network components demand continuous surveillance, tuning and optimization to ward off costly bottlenecks and disruptions of service.

Keep your data flowing freely and continuously and don't let a mismanaged network device bring your business to its knees!



www.wjkane.com

For More Information Please Contact:

WJK3, Inc.

Phone: 321.961.0976 • Fax: 321.821.1373



Business Support Solutions By:



Proactive & Comprehensive Support

Monitor Assist Clarity

24/7 Pro-Active Monitoring – Catastrophic events rarely come without warning. With 24x7 monitoring these signals will not go unnoticed. The Clarity team will be notified immediately, prompting real-time remediation – saving you hours of frustration and lost productivity.	✓	✓	✓
Virtual Helpdesk – Connect with one of our industry experts and gain immediate access to expert advice when you need it just by clicking on your Clarity icon.		✓	✓
Proactive Maintenance – Clarity leverages both monitoring and best practices to continuously tune your systems to keep them working efficiently and avoid expensive down time.		✓	✓
Unlimited Phone Support – Need to talk to a live person? Help is only a phone call away!			✓
Unlimited Remote Support – Get the "Hands-On" assistance you need with our rapid remote support. Our technicians can address your questions and provide assistance on the spot!			✓
On-Site Support – If and when remote assistance is not adequate, we will arrange for one of our highly trained professionals to fix the issue onsite.			✓
After Hours Support – Because you don't always stop working at 5:00pm, we are always here for you! Even when you have questions, concerns or service needs after standard business hours.			✓
Strategic Planning – We work with you keep your IT systems meet your needs today, and that there is a plan to ensure that they are ready to empower you to meet tomorrow's objectives.			✓
Advanced Technical Support – We provide you with access to advanced engineers to consult, design, and implement business critical systems that empower you to achieve success.			✓
Quarterly Reviews – Our reviews help keep you informed on what is happening with your systems, ensures that we are prepared for your growth, and creates an opportunity to explore ways to maximize your leverage of technology.			✓
IT Vendor Liaison – From your Internet Service Provider (ISP) to your software vendors, CLARITY leverages our existing relationships and partnerships to speed resolution of almost any issue that may arise.			✓
Hardware Warranty Coordination – Expert navigation of the often complex hardware warranty programs and processes greatly reduces the time and costs associated with replacement equipment.			✓



www.wjkane.com

For More Information Please Contact:

WJK3, Inc.

Phone: 321.961.0976 • Fax: 321.821.1373



Business
Support
Solutions By:



WorkStation Efficiency

Monitor Assist Clarity

PC Audit and Inventory – Our continuous audit provides real-time detail of all hardware and software for each PC and alerts us of any change so we can take appropriate action.	✓	✓	✓
Clarity Remote PC – Allow employees to work even when away from the office. Remote Access-PC provides employees secure control and access to their workplace computer from virtually anywhere.	✓	✓	✓
System Status Reports – Take the guess work out of the health of your PC's. We keep you informed about the state of your PC's and recommend changes to maximize the service life.	✓	✓	✓
PC Optimization – Boost employee efficiency and keep your computers running faster with fewer disruptions of service by receiving real-time maintenance, tune-ups, updates, system clean-ups and disk maintenance!		✓	✓
Spyware and Adware Removal – Even when visiting reputable websites, the inadvertent downloading of resource draining malware is likely. Clarity will keep your systems clean.		✓	✓
Software License Management – No more searching for software licenses and installation keys! CLARITY will provide a simple report containing this information for every PC.			✓
Application Blocking – Instantly improve computer performance and employee productivity by managing the applications your users install.			✓
End User Support – We keep your employees productive by ensuring they are not waiting on their workstations, and that when they need it, they have quick access to support.			✓

Server Continuity

Monitor Assist Clarity

System Status Reports – Take the guess work out of the health of your servers. We will keep you informed about the state of your servers and recommend changes to maximize performance.	✓	✓	✓
Server Audit and Inventory – The continuous audit provides real-time detail of all hardware and software for each server and alerts us of any change so we can take appropriate action.	✓	✓	✓
Server Optimization – Increase companywide efficiency and keep your servers running faster with fewer disruptions by receiving real-time maintenance, tune-ups, updates, system clean-ups and disk maintenance!		✓	✓
Software License Management – No more searching for software licenses and installation keys! We will provide a simple report containing this information for every Server.			✓
User Administration and File Sharing – Rest easy knowing that your office files are safe and secure. With file and folder based permissions, you control who has access to sensitive files, folders and applications.			✓
Domain and Workgroup Administration – When configured and managed correctly, domains and workgroups can increase productivity. However, faulty configuration and mismanagement can create chaos. Our subject matter experts keep these components running smoothly for you.			✓
Microsoft Exchange Administration – Proper configuration and management allows employees to benefit from access to email, contacts, shared calendars, address books, and more. CLARITY monitors your Exchange server for errors and effectively administers the system to work in your organization.			✓
Microsoft SQL Database Management – Keeping your databases running efficiently involves routine maintenance and optimization to ensure your data is protected and that your systems are not slowing down your business.			✓



www.wjkane.com

For More Information Please Contact:

WJK3, Inc.

Phone: 321.961.0976 • Fax: 321.821.1373



Business
Support
Solutions By:



Network Reliability & Security

Monitor Assist Clarity

Disk Drive Utilization Thresholds – Don't let an overloaded disk drive cause a major disruption of service. Safe data capacity thresholds will be set to keep us informed of diminishing storage capacity allowing us to recommend and deploy a more adequate storage strategy.	✓	✓	✓
Hardware Audit and Inventory – Our continuous audit provides real-time detail of all network devices and alerts us of any change so we can take appropriate action.	✓	✓	✓
Security Software Management – CLARITY provides continual management and monitoring of your security software in order to ensure that your computers are always protected.		✓	✓
Back-Up Software Management – CLARITY provides continual management and monitoring of your back-up software in order to ensure that your data is always available.		✓	✓
Software Patch Management – CLARITY continually scans for missing security patches and other vulnerabilities and when necessary, implement pre-screened patches and fixes to keep your systems secure and efficient.		✓	✓
Bandwidth Usage Monitoring – Which machines are creating a bottleneck on your network? We'll identify the users with the highest bandwidth consumption, pinpoint the cause, and take corrective action to optimize performance.		✓	✓
Firewall Management – How safe is your network? CLARITY Security Specialists properly configure and manage your firewall to lock intruders out and safeguard your data.			✓
Network Component Configuration Back Up Report – Every minute counts when it comes to restoring or replacing a failed or faulty router, switch or firewall. Accurate configuration files allow for rapid restoration to keep your business from experiencing unnecessary downtime.			✓
VPN Management* – Satellite offices and remote users may need additional levels of security when connecting to your network. Keep these locations free from hackers with expert VPN configuration.			✓
System Continuity* – We work with you to design and implement business continuity plans that keep your business moving even in the face of unexpected events.			✓
Router Administration – Keep your data flowing freely and continuously. Your expertly tuned and managed router will eliminate preventable network slow-downs.			✓
Website Monitoring – Your customer facing website can be just as critical as your business applications. CLARITY keeps a close eye on this and will alert the appropriate parties of any outages or disruptions.			✓
Partner Website Monitoring – Does your business depend on the up-time of servers outside of your control? Our systems will immediately alert us should one of these servers go off-line so we can take appropriate action.			✓
Desktop Policy Enforcement – Taking control of the desktop environment makes sure that employees have access to what they need while also ensuring that systems and company data remain protected.			✓
Internet Management – We stay on top of your Internet connection bandwidth and speed to keep a key conduit for you to connect with your customer and vendors performing for you.			✓
SPAM Management – SPAM can be a large drain on company resources and employee time. We work to minimize incoming SPAM, while also helping to make sure your e-mail is not blocked by other's SPAM filters.			✓

*Additional hardware and/or software may be required.



www.wjkane.com

For More Information Please Contact:

WJK3, Inc.

Phone: 321.961.0976 • Fax: 321.821.1373