

UmanageIT

Customer Managed IT Support

Technical Support

Reduce headaches and wasted time spent on IT related issues. Save time and money on key internal resources. Improve your overall business operations and employee satisfaction.

Manage

Control your IT related spending with an Online Ticket System. Control rates and fees with upfront IT costs for your budgetary purposes.

Features

Fast Installation & Setup
Upfront Rates and Fees
Online Ticket System
Monitoring Key Systems
User Security Roles
Alerts to Email
Real Time Reporting
Client Approved Support
On-line Help
Highly Scalable
Multi-Location Capable
Certified Level III
Engineers
Staff Augmentation



Spending too much Time & Money on IT?

Do you often spend too much time investing money on IT that could be better spent focusing on your own customers' needs? Are you familiar with Customer Managed IT Support?

The fact is, in today's economic climate, a great many organizations find it difficult to migrate to newer technology. They do not have the budget or the in-house experts to accomplish their goals. This means they must focus on getting more power and utility out of declining assets while eliminating the possibility of reducing their own Key Performance Indicators (KPI's) and customer satisfaction levels. They may also have to do all this with a reduced IT staff that is lacking in technology expertise. This is where UmanageIT from NextStep Networking comes in.

With UmanageIT you can:

- Get control of your related IT costs up-front with auto monitoring. Reduce your wasted time and provide additional savings of your internal primary resources.
- Know when your staff is having IT related issues, as it happens, via an Online Ticket System.
- Approve all support related tickets while obtaining monthly service call reports.

Here are the Benefits!

Perhaps the most advantageous benefit of Customer Managed IT Support is the ability to have some of the best and brightest minds in the industry working for your business. You know these are the technology experts who truly understand your needs. NextStep Networking is one of only a few Microsoft Gold Certified Partners with Small Business Specialist Certification.

For every dollar spent on internal IT related requirements, nearly 70 percent is actually spent on maintenance and support. NextStep Networking specializes in helping companies obtain the best possible technology to meet and exceed business goals and objectives. We know how to maximize your return on the investment you have already made on IT.

NextStep Networking can evaluate your infrastructure, then offer the knowledge and expertise to make your equipment perform better and last longer. Servers and desktops have finite life spans, technology is improving, and business demands are always growing. System crashes and failures can be even more damaging to your bottom line in a downturn economy. By utilizing NextStep Networking's UmanageIT you will have more peace of mind while focusing on the growth and success of your business.



Does **YOUR** organization... spend too much Time & Money... for Information Technology?

UmanageIT

Affordable

NextStep Networking's UmanageIT is affordable for small-medium business to large enterprise. We provide upfront rates and fees for your budgetary purposes.

Easy

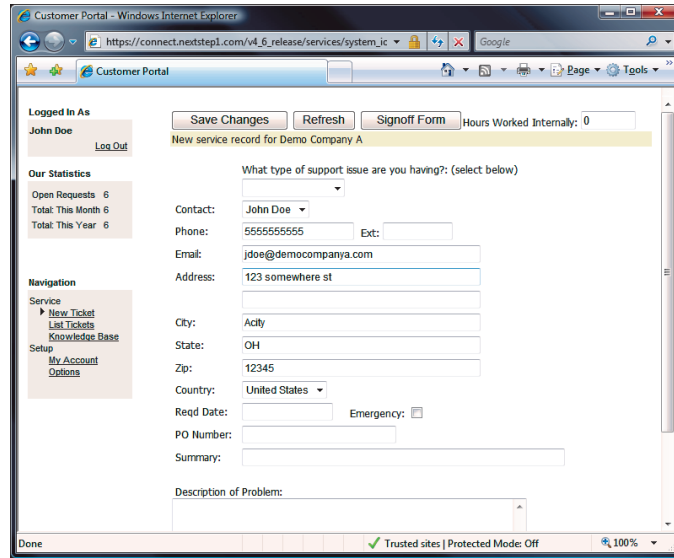
NextStep Networking's UmanageIT is feature rich and easy to use.

Convenient

NextStep Networking is convenient to do business with. You will always have multiple options for support and services at your office, on the phone, via e-mail, utilizing an on-line ticket system, or the web.

"The two hours I spent with the NextStep Networking team confirmed the direction I need to take my organization. Virtualization for us is not just another I.S. project, it will be the road map that guides our decision process for at least the next several years."
Mr. Jim Meyer, Director of Information Systems,
Cincinnati USA Regional Chamber of Commerce

For more information on any of our products or services please visit us on the web at: www.nextstepnetworking.com



- **Access** — **Be notified immediately.** With UmanageIT your organization will be provided with IT support with Certified Level III Engineers. You will be notified by utilizing an on-line portal to approve IT service tickets 24 x 7 x 365.
- **Manage** — **Pay as you go.** Free yourself of feeling locked-in with UmanageIT while paying affordable small block hours of time. Allow your organization to understand current usage while spotting future trends with a "Pay as you go" open contract approach.
- **Control** — **Reduce cost.** With UmanageIT we will provide quarterly status update calls in order to ensure your staff augmentation and supplementation for IT service and support, thus providing your organization with a notable return on investment (ROI).

About Us

NextStep Networking is a full service Information Technology company. We specialize in providing consulting, implementation, and support for business' of all sizes. We focus on understanding your business requirements while building a long lasting partnership that you can trust.

NextStep Networking is a proud recipient of the BBB Torch Award Honoree based on ethics and best practices in the workplace while providing positively in the community. NextStep Networking is a current standing member of the BBB Leadership Circle team as well as the Cincinnati USA Chamber of Commerce.



Solutions:

- Outsourced IT
- Voice Over Internet Protocol
- Office Site Data Back-Up
- Network Security
- Virtualization
- Uninterruptible Power Supply
- Cooling
- Hardware & Software
- Help Desk Services
- 24 X 7 X 365 Support
- Staff Augmentation
- IT Consulting