

kinetics group

Making IT work for you



Total KARE Support

"Having a secure, reliable network infrastructure is vitally important to us. I would have no hesitation in recommending Kinetics to anyone looking for an IT service/solution"

An IT partner, not provider. We look after your business IT so you don't have to. Our clients say 'Kinetics really care - and they won't stop until our problem is solved' - check our website for more stories like this one. As your business relies more and more on computers, you can rely on us to keep them at their best. We'll keep your systems moving and your people working.

Total IT support and management for a fixed monthly price – it's that simple. We provide all of the benefits of an internal MIS department for a fraction of the price of staffing one yourself. We reduce the business impact of IT failures by minimizing their occurrence, and any unforeseen issues are dealt with as a top priority. Our fully managed program is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.

When you outsource the management of your important IT resources to us, we look upon this as a partnership. Our comprehensive and professional approach means we are your IT department. By optimizing your network's performance, it will work at the peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your network. We handle it all for a single, predictable price.

Do these issues plague your business?

- **Lost Focus?**
Do you need to focus on your business, not spend time on managing your IT systems?
- **Stuck in a budget nightmare?**
Is your IT budget out of control or non-existent? Is capex approval hard? Do you need to know your IT costs?
- **Bad timing?**
Do server problems or IT outages always seem to happen at the most inopportune time?

Program Advantages:

- **Prevention of network problems and failures:**
Through early detection of impending issues, we can work to resolve many issues before they can affect your network and your employees' productivity
- **Safe and protected computing environment:**
We ensure patches and antivirus updates for your PCs have been installed, reducing the likelihood of your network being compromised by a virus, worm or other attack.
- **Proactive Maintenance:**
From software licenses to disk management, KARE will keep your IT investment in the best possible health.
- **A true IT partnership:**
Be confident that a team of experienced, highly skilled IT professionals will manage and maintain your network



Total KARE Support Programme Features:

Network Monitoring constantly tracks the performance of your network – bandwidth, errors and other key indicators. This means your users always experience a stable environment.

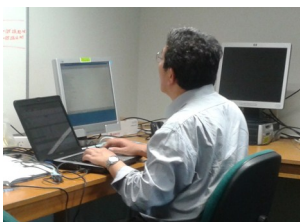
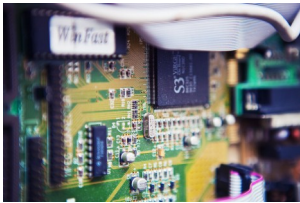
Update Management checks if your PCs and servers are running the most recent updates including Windows and Anti-virus, and not only provides reports and recommendations, but we'll correct the problem for you.

PC Configuration Management provides the utmost in security, user productivity and supportability. We design, deploy and enforce standardized PC configurations.

Managing of Your Backup Solution ensures the backup of your important corporate data occurs as scheduled and without error, protecting your organisation from data damage or loss.

Monthly Network Health Assessment with comprehensive reporting for proactive planning and keeping us accountable to you.

Priority Client Response giving you faster response benchmarks and your issues are escalated ahead of non-priority clients.



Standard Features	Description
Full Network Maintenance	Monitoring and maintaining your routers, switches, firewalls and VPN equipment and all elements of your business's IT
Backup Foundation Services	A managed backup and recovery plan to ensure your data is properly protected, managed daily
Security Necessities	A secured network perimeter policies and managed virus protection
PC and Server Care & Maintenance	Monitoring your PCs and Servers, and keeping them safe and reliable with the latest antivirus and system updates, and disk management
Asset Reporting	Greater control of your IT assets through regular audits of what you have, hardware, software and network devices.
Transparent Reporting	Network health reporting and monthly reviews with our experts
Outsourced CIO	Business impact reporting, IT optimisation, regular client briefing and analysis
Unlimited Priority Client Response	As a preferred client, you are awarded priority response levels to support issues with unlimited maintenance, response and emergency support of your entire network
Optional Features	Description
Projects and Integration	New rollouts, VOIP, integration, software upgrades, hardware installs—we do it all
Computer Coaching	Power-users on tap to coach your staff on efficient use of all your vital software applications
24x7 Response	Technicians are available around the clock to resolve your IT support issues