



What do business owners want from their technology investment?

**Our Solution:
BizNet Total Network Care System Overview**

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What do business owners want from their technology investment?

Every business owner wants the same thing from their technology investment - to help him or her make money. Exactly how that happens will be different for every business, but there are some requirements that apply across the board. In general, every business owner wants:

- Infrastructure that is reliable, stable, speedy, and expandable
- Information that is handled efficiently by a productive staff
- Data that is backed up and protected
- Systems that run smoothly and are safe from spyware, viruses and malware
- Administrative procedures that save time and money

- Peace of mind knowing that, technology-wise, someone is looking out for them

So why do so many businesses struggle with these issues?

- Cost can be an issue, primarily because it can be difficult to put an exact dollar figure on money made or saved by a particular decision.
- The amount of research required or the prospect of a steep learning curve in implementing a new system can be daunting.
- Changing things from the way they are currently being done can seem like a “black hole” of money and time with no limits in sight, especially for those businesses that do not have a well-rounded technical consultant to guide them.

So what is the solution?

The solution is not some piece of hardware or software; it is a process that you **MUST** go through if you truly want to find the best solution for your business. This process begins by understanding technology solutions are available to you. With this knowledge you can make the best decisions about the systems that will meet your needs. Then, working with the proper vendors and consultants, you can implement the systems that will best support you and your business in the long term.

So how do you get started?

Take a look at our BizNET Total Network Care System, and then give us a call. Going through our process may be just what your business needs.

Total and Complete Care for your Business Network.....
From Matrix Solutions, Inc.

BizNET Total Network Care System

Matrix Solutions has developed a 3-Stage process that will help guide you down this path.

Stage 1 is our BizNet Discovery Process. We learn about your business – and your network – through a combination of automated tools, manual processes, and interviews with your key staff. The Result? A thorough understanding your business practices and a complete network documentation package – we call it SuperDOC – for you to keep and for us to use as a reference.

Stage 2 is our BizNet Baseline Achiever. Using commercial best-of-breed products, we work with you upgrade your network components to industry-standard levels in order to provide a stable, maintainable, standardized, and streamlined network. From this new ‘baseline,’ we will best be able to support your business, giving you the smoothest, worry-free computing experience.

In Stage 3, we take care of your day-to-day needs through a combination of pro-active maintenance services, active network monitoring, on-site service calls, and training and awareness seminars for you and your staff. You can rest assured that we are taking care of your network for you, so that you concentrate on running your business.

Discover: Understand What You Have

BizNet Discovery Process

“Take a look at our network and make some recommendations.”

This used to be how we got started. But how can we make the best recommendations for your business if we don't know what systems are in place and how your business utilizes technology?

Our unique discovery process is the most efficient way for us – and you – to get a real handle on what systems you have, and what systems you need to run your business.

We begin by sending you our ‘Pre-Audit Checklist.’ You gather the information that you can easily put your hands on, like

- All of the CDs that came with your workstations
- Information for your domains and email accounts
- Password lists and account numbers
- Licenses for your software
- Account numbers for your phone, internet
- Original equipment invoices

We then audit your entire network with a series of automated tools and manual processes. This gives us a complete inventory, with detailed specifications, of every system that you currently have in-place.

The next step is to conduct an interview with your key staff. We want to understand your business and how your business utilizes technology.

- How do you communicate with your clients, vendors and staff?
- How do you handle email, mail, document management, etc?
- Do you work remotely?
- What problems do you have right now?
- What are your plans for the future?

Now, the magic happens.

We process all of the available information on your network, your business and your desires for the future, and, using our experience and knowledge of available solutions, create a BizNet Technology Analysis. This is a detailed description of your business practices and what you need to get your network to where it needs to be. We help identify problems and vulnerabilities and recommend a technology path that will best meet your needs in the future. This will become your technology roadmap for the next several years.

At this point, we deliver and review your SuperDOC Network documentation system. We also present to you our BizNet Technology Analysis.

SuperDOC Network Documentation System

Stop right now!

- Where are the CDs that came with your workstations?
- Where are your license keys for all of your software?
- Who has the passwords for administering your domain? Your Email Accounts?
- Where is your backup plan?
- What are the IP addresses of your network printers?

If you can't put your hands on this kind of information, then how can anyone take care of your network?????

One of the key principles of providing efficient service and support is a dedication to documentation.

If you have easy access to every key piece of information, then recovering from disasters and handling day-to-day support issues becomes easier.

In the late 1990s, we developed a system of printed documentation tailored to network equipment, software and services. We called it SuperDOC. It consisted of a series of three-ring binders housing CDs, licenses, procedures, and documentation.

In its current form, SuperDOC is an electronic database of information. Our technicians use the electronic database as a reference guide for instant access to your support information. Since your licenses are stored electronically, we can automatically renew products and services for you. Periodically, we print out your SuperDOC documentation and, along with your original CDs, store a copy of SuperDOC at your office in the same 3-ring binder system.

You can rest assured that all of your documentation is save, secure, and easily accessible to those that need it.

Achieve: Make Your Business More Reliable

BizNet Baseline Achiever

Now that you've had a chance to review the Technology Analysis, it's time to come up with a plan to implement what is necessary to make your business network reliable, stable and maintainable. We resolve your critical issues immediately, and then begin implementing the basic recommendations of the technology analysis.

We call this our BizNet Baseline Achiever.

If it is time to upgrade or replace any equipment, when we develop a plan and schedule to make it happen.

If you do not have control of your domain or email, then we start the process of getting things transferred into your name.

If we need to put new processes and procedures in-place to safeguard your data, then we create the process, train your staff, and monitor their progress.

Depending on your budget and time-frame, this process can take as little as two weeks or as long as three months.

Monitor: We'll Have You Smooth Sailing

Network Monitoring System

In the early days of computer support, we were, well, kind of like the Maytag repair man. We sat around waiting for our clients to have problems. Something would crash, we would get a call, and we would dispatch a technician to resolve the problem.

As remote access technology progressed, we took a more proactive approach. Each morning we would log into each of our clients' networks and manually check to make sure things were running properly. This could take 15-20 minutes per client, or up to 5 hours per month.

Eventually our client list grew, and so did the complexity of our client networks. It got to the point where it was not practical to manually check all of our client systems every day.

In 2007, Matrix invested in a state-of-the-art network monitoring system that has been deployed to all of our premier clients. Monitoring software is installed at each client location and periodically relays status information back to our headquarters, where we have series of dedicated servers to process the data. The system, accessible by Matrix technicians through a browser interface, provides a 'dashboard' view of the status of all of our client's systems.

This dashboard view provides a quick status of general network health at a glance. Since we are gathering information, we can analyze your network data without having to log into each device. This saves time and money and helps us focus on the network issues that need our attention.

Here's what our monitoring system provides:

24x7 Availability Monitoring & Alerting for desktops, network & servers:

Your network performance will be monitored and tracked for every device that is remotely scan-able on their network. The detailed statistics give us the ability to track and estimate future performance based on past data tied to a pre-defined warning level. If the level is breached, an alert will be sent so action can be taken to resolve the problem.

Error & Event Log Monitoring:

Through error reporting and event log monitoring, Matrix staff receives security alerts, application errors and informational messages, which help provide better service response time and more proactive problem solving.

Drive Space Monitoring:

We remotely monitor your hard drive space and provide alerts at critical levels including 10% or less disk space, 0% disk space and read/write errors. Other critical levels may be set up per your needs.

Website Monitoring:

By monitoring your website, we have the ability to give you statistics on site traffic and hit rates. We will also monitor web content and alert you when something changes. Website Monitoring will ensure stability and reliability of your website.

Application & Database Monitoring:

Application and database monitoring provides early detection of productivity loss within applications and databases.

Asset & Software Monitoring:

Our monitoring system keeps a comprehensive list of your hardware and software inventory. This detailed list can be used in proof statements for insurance companies and help when planning for future hardware and software investments.

Our morning routine includes a review of key network systems using our monitoring system. Any items that need attention will be noted and will be addressed later in the day.

As soon as a critical error occurs, like an internet outage or a server problem, Matrix Personnel is immediately notified via email.

In summary, we have invested in state-of-the-art technology because we want to provide to our clients the very highest level of technical support services available. Our system provides the most efficient way to provide these services.

Pro-Active Maintenance Plan

Matrix Solutions does 3 things on an ongoing basis to make sure your business network operates at its optimum capacity.

We have put together a maintenance plan that addresses routine hardware and software updates in four critical areas

- Server hardware and software, infrastructure
- Workstations
- Network Applications

Server maintenance is performed monthly, and usually after-hours. Our process involves logging into the server and installing hardware updates and operating system updates, including security patches. We update server applications like backup software and antivirus software. We often take this opportunity to rearranged system files and folders for optimal server performance. We will also log into firewalls, routers, and other network devices to install updates and check status. This process usually takes about one hour.

Workstation maintenance can be performed monthly, quarterly, or bi-annually. Our process involves sitting down at each workstation and manually reviewing key items. We try to get a 'feel' for the performance of the system. We scan for spyware and uninstall unnecessary items like marketing toolbars and browser add-ons. We'll even clean your mouse for you! All of this is designed to keep your workstations operating at an optimal level.

Some clients have network applications that are periodically updates. We will automatically check with the vendor for updates and will install as they become available.

So, our maintenance program will keep your systems updated on a regular basis and will keep your systems running as smoothly as possible.

On-Call Service and Support

From time to time, you may encounter a situation where you would like a technician to work with you on an issue. This can be provided via remote access or via an on-site visit.

All of our clients have direct phone and email access to the technician responsible for their account. We do not have a help desk or trouble-ticket system. This is possible because our monitoring system and pro-active maintenance system significantly reduces the number of 'emergency' phone calls that occur.

Many times we can work with you immediately to resolve your issue using remote access, where we share your screen with you. We have 3 different systems available to our technicians that allow us to provide remote desktop support. We believe this provides the most efficient support and we have invested in this technology since 2003.

If the issue requires an on-site visit, then our technicians are instructed to check in with our point of contact, resolve the issue, then check out with our point of contact. We usually make extensive use of your SuperDOC network documentation to help resolve your issues.

Whenever we provide support services, our technicians track their time, taking detailed notes of the work performed. These notes become 'timeslips' and will show up on your monthly invoice. If necessary the technician will also update your network documentation based on the work performed.

So, in summary, you can expect a quick response time, efficient handling of your issue, and a detailed statement of the work done.

TechAware training, awareness, and review seminars

We have the heart of a teacher, and by sharing what we know, we create a better computing environment.

For our premier clients, we offer free quarterly seminars. We generally provide lunch, setup a laptop and projector, and provide a presentation to you and your staff.

Training

We can provide detailed training on any specific topic that you would think would be helpful. Past topics have included things like

“Advanced Outlook Use”

“Time Matters Email”

“How to use the firm’s new network scanner.”

Awareness

We have provided seminars on broad topics designed to make your staff more aware of their computing environment. Previous topics have included

“Running your Business with a practice management system,”

“Help My Computer Is Under Attack: Recognizing Spyware, SPAM Viruses and other Malware”

“Overview of HIPPA Security guidelines”

Review

We have a standing offer to meet with firm management at any time to discuss any issue. We recommend getting together at least bi-annually to review management issues related to technology. Things we would normally cover include...

A review of recent invoices, trouble items, problems and issues

Budgeting

Planning new technology roll-outs

In summary, we feel that providing training and educating is a part of our relationship, and it is our responsibility to make these types of programs available to you. The more you and your staff know and understand the better we can communicate on technical issues, ultimately giving you the best experience possible with your technology.

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