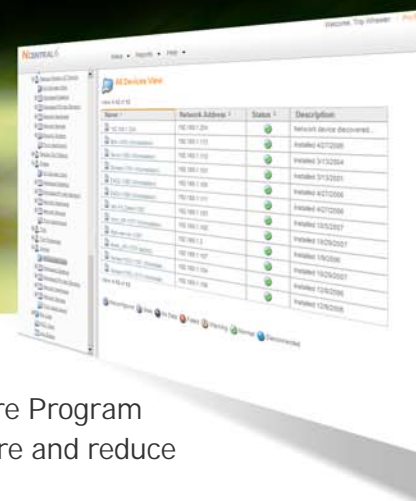


Q-Care Program

Your Managed Services Solution



Your network is the technology lifeline of your business.

TeleQ Network Solutions understands how network issues can disable your organization's productivity, efficiency, and profitability. Powered by N-able®'s #1 rated* remote monitoring and management software, TeleQ's Q-Care Program reduces downtime and improves availability by proactively monitoring and maintaining the health of your network.

*As rated by CRN magazine.

Downtime = Decreased Productivity

Do you have any idea how much server or network downtime really affects your business?

How much is productivity reduced during downtime[†]?

| | DOWNTIMES | | |
|------------------|-----------|--------|---------|
| | PC | E-MAIL | NETWORK |
| First half hour | 47% | 24% | 49% |
| Next 2-3 hours | 57% | 31% | 59% |
| Additional hours | 67% | 40% | 65% |

[†]Estimates according to data compiled by CompTIA (*The Computing Technology Industry Association*) for small- to medium-sized businesses.

Q-Care Minimizes Downtime

The Q-Care Program provides remote monitoring of your network to keep your IT infrastructure up and running. Monitoring improves network availability by detecting and resolving issues before they affect your business activities.

By collecting and analyzing performance data

around-the-clock, the Q-Care Program can also predict device failure and reduce repair time.

Downtime and repair hours for monitored vs. unmonitored devices[†]

| | MONITORED DEVICES | UNMONITORED DEVICES | % DIFFERENCE |
|---------------|-------------------|---------------------|--------------|
| User Downtime | 3.1 hrs | 6.0 hrs | 48% |
| Repair Time | 5.5 hrs | 10.4 hrs | 47% |

[†]Estimates according to data compiled by CompTIA (*The Computing Technology Industry Association*).

In addition to minimizing downtime and repair time, the Q-Care Program helps you to control IT spending with an affordable managed services plan that is tailored to your business needs. The bottom line is...the Q-Care Program ensures that you maximize your return-on-investment for all your network assets.

CAPABILITIES

- » Rapid Deployment
- » Availability Monitoring
- » Performance & Predictive Failure Monitoring
- » Remote Maintenance & Management
- » Web-Based Dashboard

BENEFITS

- » Increased Incident Avoidance
- » Reduced Time for Diagnosis & Repair
- » Discounted Rates for On/Off-Site Support

BENEFITS (continued)

- » Reduced Downtime
- » Increased Productivity
- » Business Performance Reporting
- » Managed Device Remote Control
- » Predictability of IT Spending
- » Improved Confidence in Network Health

Q-Care...Because You Care About the Health of Your Network

Investing in a managed services solution is a cost-effective way to proactively monitor and maintain the health of your IT infrastructure. The Q-Care Program allows you to attain the highest level of network availability by identifying problems before they can escalate into issues that will negatively impact your business operations. Our qualified technicians spend time at your location, maintaining your systems and helping you to optimize the health of your network for your unique business environment.

...Because You Care About Productivity

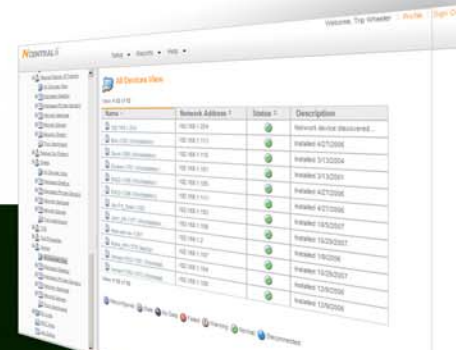
The Q-Care Program reduces downtime through availability monitoring and immediate remediation, and improves availability through a rigorous proactive incident avoidance program that detects and resolves issues before they happen. Utilizing our robust monitoring system, we collect and analyze performance and event data to create reports that help us to maintain, or even increase, your service levels and overall productivity.

...Because You Care About Efficiency

The Q-Care Program's remote management capability can troubleshoot and resolve issues on your network assets without disrupting business operations. We can also apply patches, defrags, and software updates on your network devices without the time and expense of an on-site support visit. With Q-Care's remote preventative maintenance and scheduled on-site support, you can feel confident that your network is operating at maximum efficiency.

| Q-Care Solutions | | |
|------------------------------------------------------------------------------|--------|---------------------|
| | Q-Care | Q-Care Professional |
| Availability Monitoring | X | X |
| Performance & Predictive Failure Monitoring | X | X |
| Proactive Remote Maintenance | X | X |
| Discounted Remote Support | X | |
| Remote Support Included | | X |
| Discounted On-Site Support | X | X* |
| On-Site Technician Time for Maintenance, Add/Move/Change, and User Education | | X |

* Larger Discounts



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