

## Good for Nothing... Mobile Technical Services

12 years of experience.  
Achieving nothing for hundreds of companies,  
just like yours.

### Don't believe us, ask our customers

"Thank you for making my job easier. Compared to our previous service provider, Mobile Technical Services is a breath of fresh air. Not only does MTS show up on time but your technicians fix the problem the first time. Best of all, you talk to us in plain English."

**Tara Vito, DesignAire**

"Three years and counting and NO DOWNTIME! Thanks for nothing!" "Since MTS has been involved, I have been able to really focus on the business. We are quickly becoming the largest offset printer on the East Coast, in no small part due to the hard work and involvement of Mobile Technical Services."

**Patrick Pagani, Ramsey Press**

"Over the years, as our dependency on technology has grown, the responsiveness and quality of service provided by MTS has become critical to our success. It is a pleasure to work with a company who's as concerned with our success as we are."

**Anthony Spina, Landmark Fire Protection**

"We were so impressed with the quality of work and the ethical approach your company utilized that we began using MTS exclusively for our telecom and computer networking needs. It is a pleasure to make one call and have all our technical needs met in a quick and professional manner. Thanks for being there when we needed you."

**Lance Incitti, Management Recruiters of Sparta**

"I have found MTS to provide the highest quality service and technology to meet our growing requirements. We consider them a critical part of our team"

**Robert Nace, Morris County Park Commission**



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**Let us show you how to make nothing  
out of something...  
in as little as 15 minutes. What will it cost?  
Nothing.**

**Call now.  
1 (800) 735-1235**

# Good... for Nothing!

**No downtime!**  
**No runaway expenses!**  
**No surprises!**

**That's what you want...  
and that's what we give you.**

**Nothing! We're good at it!**

**How can we say that?  
Good question...**

**Extreme Customer Care is  
the answer.**

### **Extreme Customer Care<sup>SM</sup>**

Extreme Customer Care is a program, not a maintenance plan. Instead of waiting for problems to find you, we monitor your network, workstations and critical servers to trap and repair developing problems before they find you. Extreme Customer Care offers every option you need so you can choose the level of protection that's right for your business.

### **Standard Support**

There are no "open-ended" hourly charges... you're off the clock when problems arise.

You get unlimited support for all of your server/workstation hardware and software, including security service pack and driver updates. We even test your backup systems (and backup batteries), backup procedures and staff readiness to recover from a loss using "mock restore" exercises. And, we meet with you regularly as things change to review your network and discuss future plans.



## **Peace of Mind Options**

### **Performance Monitoring and Administration**

**WE FIND PROBLEMS BEFORE THEY FIND YOU.**

Using the latest technology, we monitor your network/server performance including critical services such as Microsoft Exchange, anti-virus, backup and Internet access, around-the-clock, to identify potential problems and dispose of them quickly before they threaten your company's performance. When there's a critical problem, we notify you right away and keep you updated while we repair it.

**WE GET TO KNOW YOU.**

### **Network Audit**

We conduct a comprehensive audit to document your network and diagnose existing conditions. When we're done, we review with you our findings on:

- **Uninvited Guests**
- **Network Security**
- **Server Performance**
- **Internet Access**
- **Network Performance**
- **System Administration**

**AND WE STAY WITH YOU.**

### **Network Monitoring**

We connect your network to our monitoring center and track:

- **Server Availability**
- **Workstations**
- **Virus Patterns**
- **Firewall**
- **Internet Access**
- **Backup Jobs**
- **Network Operating System**
- **Critical/Security Updates**
- **Spam/Spyware Filters**
- **VPN/Remote Access**
- **Email**

## **Choose the Level of Protection that's Right for Your Business**

### **A False Sense of Security**

Recent studies indicate that 71% of computer users think they're protected from security threats, yet 80% of them already have some form of uninvited guest in their network. Odds are that you won't even know you have viruses, spyware, Trojan horses or other malware until it's too late. Once the symptoms of slower system and network performance appear, your company files and other valuable data may already be lost or permanently damaged.

### **Managed Firewall**

We take an active role in helping you create a unified security program for your network while providing appropriate public/remote access. That involves configuring and updating Firewall rules to keep pace with your business and monitoring Firewall activity so that if we detect an attempt to breach security, we'll take immediate action to protect your network and notify you without delay.

### **Advanced Firewall**

In addition to the services included with Managed Firewall, we work with you to create an acceptable usage policy for company facilities. We actively block known unsafe web sites and filter unidentified sites and, using the features in your firewall/e-mail server, we scrutinize and strip suspect email attachments before they are unleashed. And, we keep an eye on VPN usage to resolve issues before they become problems.

### **Downloadable Threat Management**

We address the most looming threat in today's world by automating, updating and managing anti-virus software, spyware and spam filters to ensure network-wide 24/7 protection.

## **Additional Productivity Options**

**THE LAST THING YOU THINK ABOUT...  
UNTIL THEY DON'T WORK.**

### **Printer Maintenance**

If you can't print, you can't function, so we provide preventative maintenance and repair of most LaserJet printers including network connectivity, "driver/firmware installation and updates."

### **Cable Maintenance**

Voice or data cables are as critical as the conversations or data they carry. We maintain, repair or replace damaged cables to restore connectivity including certification to match their original specification.