

**simplifying IT**  
for over 25 years



Dear Business Professional,

I would like to introduce my company COVERSE Business Services, LLC. We are a business services firm that specializes in providing cost effective IT solutions to small and medium sized businesses in the Oregon and southern Washington markets.

With over 25 years of experience supporting a variety of business clientele we have acquired a considerable amount expertise and knowledge in assisting organizations like yours, in the selection of IT solutions that enabled our clients to achieve a successful return on their IT investments. We pride ourselves on being a business services company first and an exceptional IT company second. What this means is that we believe and are committed to a “best business practice approach”, and we achieve this by listening to and understanding our clients needs well before we deliver a recommendation.

Too often we hear horror stories from potential clients that have had their businesses crippled due to poor technology deployments or subpar IT support services. Often these situations are made worse by the fact of the high cost these services were provided at. At COVERSE we believe every business no matter how small should have access to quality IT support and services at a cost that is affordable.

Our IT personnel are experienced, seasoned and educated business professionals with degrees in business, finance and engineering. We understand that business comes first and technology is a tool that enhances the business process that drives your success.

There are many IT shops in the market today, many of whom possess the knowledge to repair and service computer systems, but often they fall short of understanding how a business operates. This lack of knowledge and experience can lead to devastating consequences for your business and affect your bottom line.

Why not try COVERSE and see the difference between working with business professionals who will take the time to understand your unique business and those who don't.

*“We're not your ordinary IT company”* and we want to prove it to you.

For further information you can call us at 503.912.0049 or visit us on the web at [www.coverse.us](http://www.coverse.us).

The COVERSE IT team

COVERSE Business Services, LLC

**Do you know the health of your network? You should!**

When was the last time you had your network checked for problems?

Do you know that 80% of all network outages, loss of data and identity thefts are actually preventable? Many companies wait until something breaks before taking action. By that time the cost to fix is almost twice what it would have been had they been more proactive in preventing them to begin with.

Gresham, Oregon Office

503.912.0049 ph

Vancouver, WA Office

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# simplifying IT



## SERVICES AVAILABLE

- **IT CONSULTING SERVICES**

Professional IT Assessments - security, network health, desktop, application and server room environment.

- **MANAGED NETWORK SERVICES**

Remote Server Monitoring and Administration - health, updates & patches, early warning of pending failures.

- **NETWORK ADMINISTRATION**

Server and Desktop Administration Services - changes, additions, application installations and end user assistance.

- **ON SITE SUPPORT SERVICES**

Complete Computer & Network Support Services.

## INFORMATION TECHNOLOGY SOLUTIONS THAT WORK FOR YOUR BUSINESS

COVERSE Business Services delivers systems and network design, integration, and implementation services. We create fully integrated network and enterprise infrastructures that deliver information smoothly throughout organizations, when it is needed, and where it is needed. Clients gain the ultimate business advantage – a reliable, cost-effective, adaptable network. COVERSE specializes in advanced network design, integration, implementation, and security solutions using leading enterprise and network

technologies. COVERSE offers a variety of support services, tailored to meet the individual needs of the client, company or corporation. With scalable rates and service offerings, COVERSE is able to provide cost effective support to a broad array of clientele. In addition, COVERSE offers our smaller clients the same level of service and product selections with the same attention to quality and dependability demanded by our corporate clientele.



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# Information Technology Solutions

## Managed Network Services (Lite)



COVERSE's Managed Network Services (Lite) is specifically designed to provide every client with a cost effective and affordable alternative to hiring a full or part time IT person to monitor their network resources. Many companies today can not afford the high price tag of employing an IT professional just to sit around and monitor the condition of their network.

Unfortunately 80% of all network outages, even partial outages could have been avoided had someone taken proactive measures to resolve minor problems "before" they became major ones! However, to do so requires that someone with professional IT knowledge and experience is involved with this process.

COVERSE believes we have the solution..."Managed Network Services (Lite)". A cost effective service that every business can afford. Call us today for details.

## Monitoring & Alert Services

*Proactive Surveillance of your network infrastructure tailored to meet your needs!*

COVERSE can monitor your network devices 24 x 7 x 365 and notifies you of potential issues before they can impact your business. (See how it's implemented)

### Benefits

Identify and isolate potential issues before they become business impacting

Receive alerts (automatically triggered) via email or pager if performance thresholds are violated

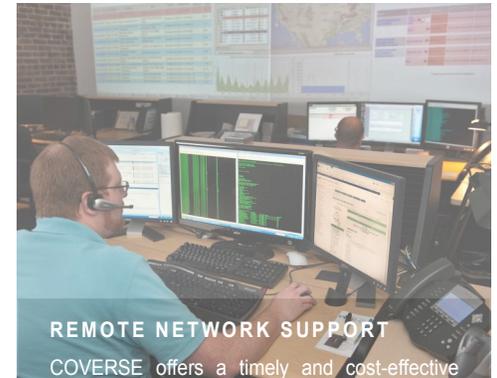
Monthly reports available providing valuable insight into network performance and potential areas of concern

### Automated Alerts

For each device, thresholds are established across all performance statistics

If a device goes off-line or crosses a specific performance threshold an alert is automatically triggered

Alerts are then routed to the on call COVERSE engineer via PDA notification



### REMOTE NETWORK SUPPORT

COVERSE offers a timely and cost-effective alternative. We can administer and troubleshoot customer networks without leaving our facilities. We can log on to a network and resolve many common problems such as printer errors and user authorization issues, quickly and easily. We can also answer user questions through e-mail or telephone.

### ON SITE SUPPORT SERVICES

If a major problem does occur requiring an onsite visit, we offer complete technical support, up to implementing a new technology infrastructure, utilizing seasoned IT professionals for a single point of contact and accountability on technology issues.

### SMALL BUSINESS

COVERSE specializes in supporting smaller businesses. We offer a full range of IT services and solutions tailored to your needs and budget!

### TURNKEY SOLUTIONS

COVERSE offers a one-stop-shop approach to our clients. From data cabling installation to computer and network support!

### LAW FIRM SERVICES

COVERSE has over 20 years working with law firms, and we offer a wide variety of solutions and services tailored to the needs of the legal community.

We also offer consulting and support services to clients with Time Matters, Timeslips, Billing Matters, ProLaw, Quickbooks and more!

For more information on any of our products or services please visit us at [www.coverse.us](http://www.coverse.us) or call our offices at:

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*Just don't react to network outages...*

# Prevent them before they happen

Eliminate the guess work and finger pointing

## MANAGED NETWORK SERVICES

- \* Network outages can easily cost thousands in lost business or customer support costs.
- \* Reduce your risk of catastrophic network outages for one, low monthly fee.

**Proactive Surveillance** - of the major components of your network, tailored to meet your budget and your needs. COVERSE can monitor trends and provide analysis of real time information and then react proactively in most instances before your network goes down!

80% of all network outages occur due to failure of companies to proactively monitor their network resources!

### What We Can Monitor:

- Disk storage usage / limitations
- MS Windows Server critical events
- Email usage and storage utilization
- Software updates and patches
- Router/Firewall/SPAM Filter
- Network security violations
- Network Server System up / down time
- Network traffic patterns and load analysis
- Network availability and performance
- Identify vulnerabilities of existing network
- Backup times, storage requirements, failure and success of initiated backups
- Network virus threats and vulnerabilities

**Managed Network Services (Lite) is designed for businesses that can not afford full time IT staff.**

\$ **99**  
/ month

As low as \$99.00 per month per server depending on the size of your network and options selected.

- Call for option details -

## An ounce of prevention, a pound of cure...

Network managers agree that most network outages can be prevented if given enough heads-up. Monitoring & Alert examines your network devices and provides automated alerts, allowing COVERSE to identify and isolate potential troubled areas of your infrastructure before they can cripple your business. Cost effective for small businesses!

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## WHAT ARE THE BENEFITS

Identify and isolate potential issues before they become business impacting

COVERSE receives alerts automatically triggered via email or pager if performance thresholds are violated

Our engineers will take proactive counter measures to assist you during critical events

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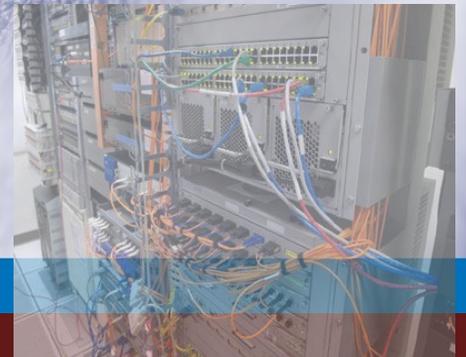
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#### Services included

- \* Proactive Monitoring & Reporting
- \* Support for major infrastructure components
- \* Custom thresholds and triggers
- \* Automatic alerts and notifications via email
- \* Monitoring is tailored to client needs & budget

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# Information Technology Solutions



## INTERNET SECURITY

Is your data safe? Are your intellectual assets secure from theft? Do you bank on line? How safe are you? Call us and find out!

## NETWORK PROTECTION

Is your data being backed up every night? Are your network servers protected from power surges? What happens when the power goes out in your server room? Is your server protected from Viruses and Malware? When was the last time your server's Operating System was patched or updated? Call us and find out!

## INTERNET FIREWALL

How protected are you from outside intrusions? Has your network been compromised, is your personal information being stolen.....have your server and computers been hijacked? Call us and find out!

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## Network Assessment Services

Knowing the health of your network is important to ensuring the longevity and viability of your business. When critical network resources become unavailable to you or your staff, productivity is immediately affected. In some instances such loss of productivity if experienced for any length of time can have dire consequences to your bottom line.

Many businesses, especially smaller ones can not afford the luxury of employing a full time IT person. As such, they often allow their computer systems and network components to go unattended for long periods of time without periodic check-ups or maintenance.

Over time computer systems and network components degrade if not properly maintained. Unfortunately this may lead to untimely system failures which may impact business operations.

Why wait until disaster strikes before taking action when you can reduce the risk of system failures now? In most cases unforeseen catastrophic events where data is lost or business productivity is adversely affected can be attributed to ignoring early warning signs.

Unfortunately you may not be in a position or equipped to determine or detect the signs of a pending system failure? What can or should you do? Call COVERSE and our IT specialists will conduct an in depth evaluation and review of your technical assets - we'll find your problems before they become "catastrophic events!".

### NETWORK ASSESSMENT SERVICE

COVERSE is offering the on site network assessment service, a \$3,500.00 value for only \$800.00 to all new clientele.

Some restrictions apply, please contact us for complete details of this valuable proactive IT service at 503.912.0049

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BUSINESS SERVICES, LLC

# NETWORK ASSESSMENT SERVICE

Understanding the hidden issues with your network can prevent a catastrophic event from occurring  
Most network outages occur due to lack of early detection of pending critical events in your network



**A \$3,500.00 Valued Network Assessment for only \$800.00**



## DO YOU KNOW?

Knowing the health of your network is important to ensuring the longevity and viability of your business. When critical network resources become unavailable to you or your staff, productivity is immediately affected. In some instances such loss of productivity if experienced for any length of time can have dire consequences to your bottom line.

## WHAT DO YOU DO?

Unfortunately you may not be in a position or equipped to determine or detect the signs of a pending system failure? What can or should you do? Call COVERSE and our IT specialists will conduct an in depth evaluation and review of your technical assets - we'll find your problems before they become "catastrophic events!".

## “Waiting for a disaster to happen...?”

Many businesses, especially smaller ones can not afford the luxury of employing a full time IT person. As such, they often allow their computer systems and network components to go unattended for long periods of time without periodic checkups or maintenance.

Over time computer systems and network components degrade if not properly maintained. Unfortunately this may lead to untimely system failures which may impact business operations.

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