



Xpert Technology Solutions, Inc.

StressFree IT Service

At Xpert Technology Solutions, Inc. (XTS) our mission is to provide comprehensive IT services to companies who need a completely outsourced IT department or assistance with a specific area of specialization. Our clients value us as a technology partner and a seamless extension of their IT staff.

Due to our focus on medical practices, our engineers have seen and can handle any need that may arise in any size practice. We are partnered with NCHIA.org to ensure that our clients stay ahead of the HIPAA curve.

Our staff is composed of engineers that have extensive backgrounds in the medical technology industry and make up one of the most experienced and knowledgeable teams in North Carolina.

StressFree IT is a suite of cost-effective services that proactively monitor and support your network and IT infrastructure. By taking a proactive approach to IT, XTS will monitor a company's technology 24/7/365. In most cases, issues that arise are solved prior to a client even realizing there was a problem. In the event of help desk support, our team of technicians is available to assist users with their particular issue, typically in one phone call. In the event our technicians can't handle a problem remotely, XTS provides first class on-site support.

For years now, businesses have sought to take costs out of business functions and IT overhead through outsourcing. The investment and commitment is usually high, and the terms of your arrangement are typically inflexible. As time passes, service-level agreements that were meant to protect you can be used against you as the needs of your business change. Many organizations, however, are seeking a middle ground between “do-it-yourself” and “sign away your business”.

Xpert Technology Solutions offers a continuum of services, in a menu of options that lets you tailor our services to your needs:

- ▲ **Full-service virtual IT Department** with remote expertise and service call center to back up on-site technicians. We handle all routine support and maintenance of desktops, servers, routers, switches and other network devices, operating systems and security applications, and routine upgrades, all for a fixed monthly fee. We take on special projects through our Technology Solutions Group. You can then focus on the big picture, while we focus on what we do best – taking care of your IT infrastructure.
- ▲ **On-site and remote support** for selected components of your network and infrastructure. We provide the expertise to fill in the gaps for your in-house IT staff. Our specialists can be the escalation point for your generalists, and the depth of our staff can assure quick response when your technicians become backlogged. Our service call center can be the first line of response for your IT
- ▲ **Automated remote monitoring, alerting and patch management** of your network devices and resources. Our remote monitoring service watches over your network 24 hours a day, 7 days a week. We alert you to potential areas of concern, as well as identify potential problems before they are encountered. You receive granular reports covering the details of your network and drive performance.



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Geographic Coverage

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How does StressFree IT work?

StressFree IT gives you access to Xpert Technology Solutions' engineers and enable us to proactively monitor, alert and maintain your network completely or in support of your in-house IT staff. StressFree IT combines network management, network and security monitoring, patch management and reporting with regularly scheduled analysis and consultation.

The following table provides a high-level overview of **StressFree IT** offerings:

StressFree IT provides a wide range of services including:

- ▲ **Patch Management**
Our systems check servers and desktops for the latest patches. Our reports provide patch details along with the means to download the necessary security patches – minimizing productivity loss and preserving the integrity of your business systems.
- ▲ **Vulnerability Scans**
We scan and report on over 2,000 vulnerabilities across hardware and software configurations to determine if devices are vulnerable to attack.
- ▲ **Service Desk**
Our service desk responds and acts on alerts, issues, and customer inquiries regarding the covered components of the contract.
- ▲ **Reports and Alerting**
Our automated systems will send you reports as well as alerts on items that threaten the performance, security, or integrity of your business systems.
- ▲ **Remote Diagnostics**
The XTS staff utilizes the leading tools available along with their expertise to confirm and diagnose problems remotely so that your business does not skip a beat. Expert analysis is provided to assist you in keeping your environment running smoothly.
- ▲ **Remote Monitoring**
Our state-of-the-art, 7 x 24, remote electronic monitoring system lets us know about problems with your business systems before they affect you.
- ▲ **Discounted On-site Rate** of 50% off of our typical rate if an XTS engineer is required to perform any service at your location which could not be done remotely. Other companies sometimes send you a "low-bid" contracted support person with no vested interest in your business.