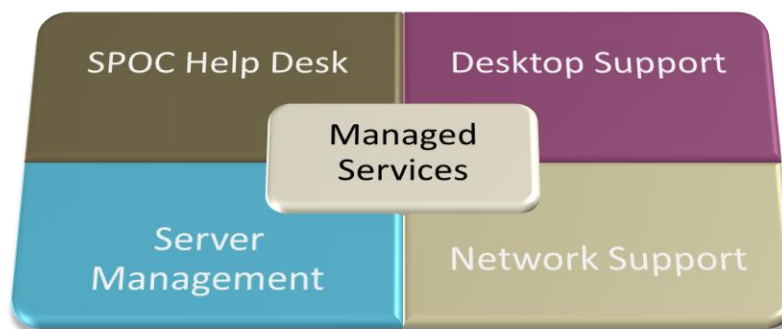




Managed Services

We believe mid-market businesses require the same IT support as do the largest. The difference is the largest have the scale to afford a world-class solution. Tech Support Alliance, a division of Prophet One, offers organizations access to a level of service and technology that is not otherwise available.



SPOC Help Desk	Desktop Support	Server Management	Network Support
<ul style="list-style-type: none"> • 24x7x365 coverage • Central point of contact • 80% targeted resolution on first call • Issue escalation to Level 2 Support if necessary 	<ul style="list-style-type: none"> • Hardware & software installation/repair • Hardware troubleshooting & repair • In- and Out-of-Warranty service for computers and printers • Asset Management tools 	<ul style="list-style-type: none"> • Operating system upgrades • Manage shared drive groups and accounts • Verify/monitor scheduled backups • Troubleshoot performance issues • Coordinate w/third party break/fix providers 	<ul style="list-style-type: none"> • 24x7x365 support • Monitoring tightly integrated with Help Desk • Single source monitoring solution for client infrastructure • Client is provided access to support portal

Our Value

- Focus on your core competencies, not IT
- Predictable spend via fixed monthly fees
- Improved quality and customer satisfaction
- Performance-based solution tied to service level agreements
- Access to world-class technology
- Trend and root-cause analysis to provide continuous improvement and cost-savings opportunities



Service Definitions

Tech Support Alliance's solution allows business to take advantage of a 24x7x365 Managed Services Single Point of Contact (SPOC) model to reduce costs and increase computing value. This solution gives any size company access to highly skilled people without the expense of maintaining an in-house staff of IT personnel and enables you to allocate your resources to strengthen your core business. The SPOC coordinates all aspects of the IT support process and is designed to allow for the most efficient use of project resources offering the best quality and value proposition possible to our clients. The SPOC model centralizes accountability and ownership of the IT infrastructure from the front-line help desk to the back office network management teams.

SPOC Help Desk

The IT support help desk is a strategic element of an overall service management strategy. Tech Support Alliance has mastered the challenges of integrating people, processes, and technology into multilingual, scalable, help-desk solutions. Our SPOC help desk seamlessly links multiple access points to one central point of contact through multiple communication channels. Our efficient IT support processes are based on the ITIL methodology, are ISO certified, and rely on tools with a proactive, user-oriented approach to boost first-contact resolution.

Desktop Support

Tech Support Alliance manages and performs end-user desktop tasks to maintain an efficient and customer service driven workplace. Our program is designed to cover preventative maintenance, service calls, remote support, and installations. This solution also addresses Tech Support Alliance's approach when project-related efforts arise. Tech Support Alliance recognizes the inherent challenges that surface when attempting to manage day-to-day operations versus project-based work. Tech Support Alliance works closely with our clients to define service timeframes that are mutually agreeable.

Server Management

The Server Management Team is responsible for the overall operating performance, change management and controls compliance, increased server stability, managing change control, and improving serviceability. The Server Team, through a combination of on-site and remote personnel, is available during the hours of 7:00 a.m. to 7:00 p.m. EST. Should the Tech Support Alliance tasks and responsibilities require extended coverage hours, the team will complete those tasks as necessary.

Network Support

Tech Support Alliance's comprehensive monitoring solution encompasses all server infrastructure as well as all intelligent network devices such as routers, firewall appliances, and switches. Tech Support Alliance utilizes Computer Associates (CA) Spectrum monitoring software and OneClick management console to manage and monitor the client infrastructure from our Network Operations Center (NOC) in Southfield, Michigan.