

Partial List of FAIT Features

Monitoring Service	Silver	Gold	Platinum
24x7x365 Availability Monitoring and Alerting	Yes	Yes	Yes
Error & Event Log Monitoring	Yes	Yes	Yes
Drive Space Monitoring	Yes	Yes	Yes
Security Services			
24x7x365 Desktop/Server Monitoring & Alerting	Yes	Yes	Yes
Microsoft Patch Management	Yes	Yes	Yes
Managed Antivirus & Antispyware	Yes	Yes	Yes
Backup Monitoring & Administration	Yes	Yes	Yes
Network Firewall Monitoring	Yes	Yes	Yes
Maintenance Services			
Remote Server Administration	Hourly	Yes	Yes
User Account Administration	Hourly	Yes	Yes
Printer Management	Hourly	Yes	Yes
Log File Maintenance	Hourly	Yes	Yes
Support Services			
Client Service Portal	Yes	Yes	Yes
Phone & Email Support	Hourly	Yes	Yes
Remote Control Support	Hourly	Yes	Yes
Onsite Service	Hourly	Hourly	Yes
Advanced Support Services			
Quarterly Executive Report & Review	Hourly	Yes	Yes
Annual Technology Plans	Hourly	Yes	Yes
Application Deployment	Hourly	Yes	Yes
Scheduled CTO Calls	Hourly	Yes	Yes
Line of Business Support	Hourly	Hourly	Yes
3rd Party Vendor Management	Hourly	Hourly	Yes
Firewall/VPN Router Management	Hourly	Hourly	Yes
Server Disaster Recovery	Hourly	Hourly	Yes
24 Hour Emergency Response	Hourly	Hourly	Yes
After Hours/ Weekend Service	Hourly	Hourly	Hourly

Call your FAIT Sales Specialist Today

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A recent Gartner Research study* reported that the survival rate for businesses that experience a major loss of computer records is 6%. Studies have also shown that for smaller businesses, it is more cost effective to outsource IT services than to hire a full-time employee.

Introducing...
Foritas Assured IT (FAIT)
Managed Data Services

Now, there is an affordable solution for businesses without a full time IT staff or businesses that would like to liberate their current IT staff from the burden of routine tasks. Introducing, Foritas Assured IT (FAIT), a managed services program that can be tailored to the needs of any enterprise.

*Gartner Research 2010



Pro-Active

With FAIT, your network systems are monitored 24x7x365, sending alerts to our Network Operations Center (NOC) for reporting, resolution and management. Our team of technical specialists can proactively respond to technical troubles, and if necessary, provide onsite service, BEFORE it impacts your network or individual employees.

Comprehensive

Your FAIT service can provide a comprehensive program that will assure that your network systems, hardware and applications are running smoothly. We can manage and provide helpdesk support for all aspects of your systems and networks including:

- Operating Systems Licensing, Patch Management & Upgrades
- System Back Up and Disaster Recovery
- Hardware Maintenance & Upgrades
- Bandwidth Management
- User Helpdesk Support
- Anti-virus & Security
- Cloud Services
- Infrastructure
- Onsite service

Flexible

FAIT allows you to choose the service level that is the right fit for your business needs. Monitoring and alerts are included with all of our plans, but depending on your needs and budget, Foritas can provide the FAIT plan that provides a level of service that is best suited for your organization



Silver Level

Monitoring and alerts included; pay-as-you-go helpdesk, remote maintenance, project and onsite service.



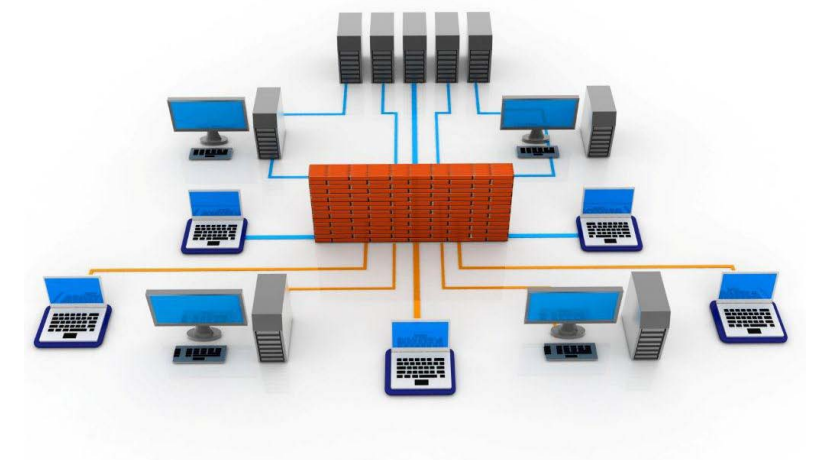
Gold Level

Monitoring and alerts, helpdesk and remote maintenance included; pay-as-you-go project and onsite service.



Platinum Level

Monitoring and alerts, helpdesk, remote maintenance and onsite maintenance service; pay-as-you-go project service.



Use the list of FAIT features and benefits by service level to assist you in selecting the plan that is right for young the plan that is right for you

