



WatchIT!™ Network Monitoring Service

Managing and troubleshooting desktops, networks, servers and IT security is rarely seen as a core activity by most businesses, and is often viewed as a necessary evil. Some questions our clients ask are:

- Does hiring a full-time IT support specialist in-house make sense?
- If I choose to outsource our IT support, can I pay a set monthly price rather than being at the mercy of consultants who bill by the hour?
- How can I reduce downtime, poor performance and security breaches without paying through the nose?

Anexeon has the answer. Our WatchIT!™ comprehensive IT management services are available at a predictable and affordable monthly cost. With WatchIT!™, Anexeon provides top-class IT services and a sophisticated set of IT management tools, usually available only to Fortune 1000 companies. You get all of this without a huge up-front investment or committing to long term contracts. Our WatchIT!™ technology allows Anexeon to proactively fix issues before they turn into problems, and instantaneously attend to a problem to prevent disaster.

With WatchIT!™, Anexeon manages everything related to your desktops, networks and servers. We employ teams of certified engineers and technicians who deliver high levels of IT support from our Network Operations Center on 24x7 basis. Some specifics include:

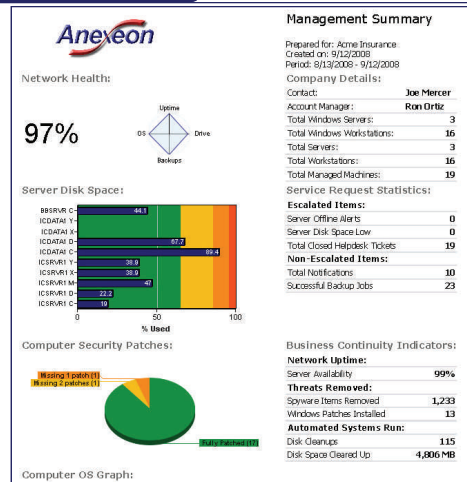
Server & Network Management

- Windows NT/2000/2003 Server support and proactive maintenance.
- Troubleshooting any alert that arises while monitoring systems.
- Weekly check for viruses and event logs to identify problems and troubleshoot them.
- Check and patch-up all security holes and verify data backup.
- Management of all Hubs, Switches and other network devices

Desktop Support

- Regularly deploy patches and update virus definitions.
- Perform desktop tunings like Defrag, Scandisk, Paging file optimizations, bottlenecks etc.
- Deploy updates to software and service packs.
- Continuous filtering for bugs, spyware, malware and other threats.
- Proactive monitoring of e-mails for spam and viruses before they can affect the system.

Monthly Reports



Where People and Technology Connect!

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WatchIT!™ Core

Server and desktop monitoring without bundled IT support services as low as:

\$15 per desktop per month
\$95 per server per month

WatchIT!™ Core Plus

Server and desktop monitoring with bundled IT support hours as low as:

\$30.25 per desktop per month
\$161 per server per month

WatchIT!™ Guardian

Server and desktop monitoring complete with monthly support included for all IT systems at a fixed monthly cost:

\$49 per desktop per month
\$199 per server per month

WatchIT!™ is a central part of Anexeon's operations and business philosophy. With WatchIT!™ we become your IT department-responsible for the maintenance of your IT systems, accountable to your management team.

Whether you're looking for a professional IT firm to install a new network, upgrade your PCs, install software or provide a security assessment, or you need day-to-day IT support at a reasonable and predictable price. With Anexeon, our team is your team. We'll do whatever it takes.

Which one is right for you?

	Hourly (no contract)	WatchIT! Core	WatchIT! Core Plus	WatchIT! Guardian
The Best IT Engineers in Las Vegas	X	X	X	X
Proactive Health Monitoring		X	X	X
Spyware protection		X	X	X
Monthly Executive Reports		X	X	X
Automated Patch Management		X	X	X
Guaranteed Response Times ‡		X	X	X
24x7x365 Network Operations Monitoring		X	X	X
Weekly Spyware Scans		X	X	X
Scheduled Disk Defragmentations		X	X	X
Scheduled "Temp" File Removals		X	X	X
Integrated with Support Ticketing System		X	X	X
Anti-Virus included			X	X
Scheduled Weekly Virus Scans			X	X
Email Virus Monitoring			X	X
Executive Oversight – Strategic Planning			X	X
Free Onsite Employee Training Sessions *			X	X
Customer Portal Access			X	X
Complete Asset and History Reports			X	X
Labor Hours included at discounted rate			X	X
Priority Response Times ‡			X	X
Premiere Response Times ‡				X
5% Discount on all Labor		X		
20% Discount on all Labor			X	
25% Discount on all Labor				X
Fixed Monthly Price (regardless of ticket volume)				X
No end of month "Overage/Excess" billings				X
Unlimited Service Hours Monthly				X

‡ - Response times: Core guarantees 18 hours for servers and 36 hours for workstations. Core Plus guarantees 6 hours for servers and 12 hours for workstations. Guardian guarantees 4 hours for servers and 8 hours for workstations.

* - 1 free training per year for Core Plus customers and 2 free trainings per year for Guardian customers

Fact 1

93% of IT problems can be proactively addressed via remote administration before they turn into performance problems, downtime, loss of data or security breaches.

Fact 2

SMBs report an average of over 50 hours of lost productivity per employee per year due to IT problems.

Fact 3

Traditional IT support providers profit when you face **more** IT problems rather than less.

