

Your Flat-Rate Virtual IT Department



Everything your business needs For IT Support & Service

- ❑ REMOTE & ONSITE SUPPORT SERVICES
- ❑ PROACTIVE HEALTH MONITORING
- ❑ ALL INCLUSIVE, FLAT-RATE MONTHLY PRICING

Imagine having a fully trained and staffed Information Technology department with the expertise to keep your network, PCs, and people running smoothly. Not just a desktop technician or a network administrator, but a complete technology team made up of CIO's, network administrators and engineers, system engineers, security engineers, web developers, and application developers.

ITelagen® Brings "Fortune 500" IT Support to Small/Medium Sized Businesses by utilizing enterprise-grade management tools to proactively manage and support all aspects of your infrastructure. We become your IT Department without the in-house staff. ITelagen provides unlimited support for all your employees for a flat monthly fee.

Our service includes unlimited onsite and remote technical support for all of your employees, antivirus software & management, proactive computer health monitoring and backup of your data.

Flat-Rate Plans – Eliminates Hidden Service Costs

Traditionally, outsourced IT support involves billing clients by the hour, resulting in high and inconsistent charges and leaving clients not knowing what they are paying for. Our concept of IT support offers an all-inclusive, guaranteed price for support and services. Our method eliminates the questionable pricing practices inherent to the Information Technology industry, while at the same time providing proactive, quality support services when you need it.

"ITelagen came through in a pinch and has provided excellent project management and timeliness since. ITelagen is supporting over 500 PC's from hardware to software as well as implementing new products and strategies all with minimal supervision."

JHD GROUP
Healthcare & Technology Solutions

- Drew Nietert, IT Director
JHD Group, Dallas, TX
(www.jhdgroup.com)



"ITelagen is an integral part of how we do business. Their superior IT knowledge is instrumental to the success of our day to day medical operations. Supporting 350 plus employees across eight geographically disperse medical centers in the City of Manhattan is no easy task. However, ITelagen completes this task with ease, professionalism, and a sense of urgency very few if any of their competitors can match!"

- Joel Taylor, CTO
Manhattans Physician Group, New York, NY
(www.mpgcares.com)

FREE SITE ANALYSIS
PHONE US: 1-877-9-TECHIE

Visit us on the Web at:
www.itelagen.com

Your Flat-Rate Virtual IT Department...

How Does ITelagen® Do IT?

ITelagen provides high quality service by leveraging our proprietary patent-pending technologies. These technologies matched with high quality, local expertise, enable your infrastructure to be completely managed remotely over the Internet.

Our proprietary, patent-pending ITAgent™ technology uses the latest in software artificial intelligence to automatically identify and solve computer support issues in a user-friendly way. ITVision™ enables our Techies to remotely manage any of your computers, servers and network securely and efficiently. ITelagen delivers these technologies to our customers to increase the quality of our customer support while significantly reducing our customer's costs for IT services.

Proactive IT Support for Your Practice

Proactive IT Support for Your Business Managing computer desktops and laptops has changed from being a necessary operation to being a strategic function within companies. ITelagen services are designed to prevent problems from occurring before they occur. Our services will remotely monitor 47 aspects of each computer's security and performance around the clock, allowing us to anticipate and correct issues before they affect your business.

Beyond the "Fix it When it Breaks Approach"

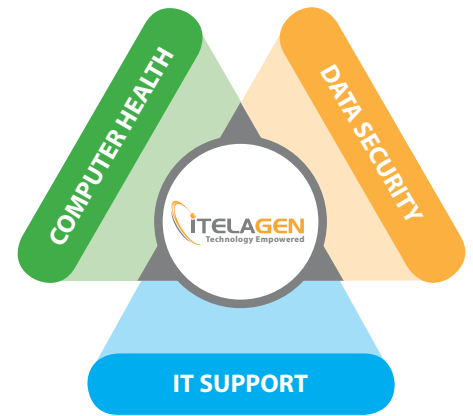
When it comes to today's computers and networks, there is enough complexity, potential pitfalls and cyber attacks these days to humble even a veteran computer user. ITelagen goes well beyond traditional "fix it when it breaks" troubleshooting to provide a complete solution designed to help businesses plan, manage and optimize their IT infrastructure to get the maximum benefit from their network investment.

Our Support Team - Your "Techie"

ITelagen assigns you with a dedicated team of IT Specialists we commonly refer to as "Techies". Your Techie team takes the time to understand your technology needs and your business. They are hand selected from the best, most experienced engineers in your area and have passed ITelagen's stringent screening process. All of our service technicians are highly trained and certified and specialize in supporting and communicating with non-technical people.

More than Just IT Support Services

ITelagen provides our clients with planning, training, education and purchasing guidance. Also our clients benefit from ITelagen's Partner Network that includes leading brand name manufacturers, service providers and retailers, with lower costs on technology purchases.



UNLIMITED IT SUPPORT

Unlimited help is always available from our Support Center. Our ITVision™ technology revolutionizes the way we deliver assistance by enabling our technicians to remotely take control of your computers and instantly resolve issues.

DATA SECURITY

Have confidence in your data security with ITelagen's protection from viruses, hackers, spyware and spam. Our service includes all necessary security software and delivers data backup and disaster recovery.

COMPUTER HEALTH

Our ITAgent™ technology performs routine maintenance and improves your computers' performance. Ongoing security patch updates provide you with the latest technologies to protect from emerging threats.

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