

# Tera NETWORKS

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networks mastered



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## What Can Tera Networks Do For You?

Many small businesses have ambitions to grow beyond their current size in terms of revenue and operational scale. That starts with increasing the number of prospects and effectiveness in winning and retaining clients along with attracting and retaining top employees. The target market needs to be aware of solutions or services, and you can increase this awareness through a variety of sales and marketing methods and campaigns.

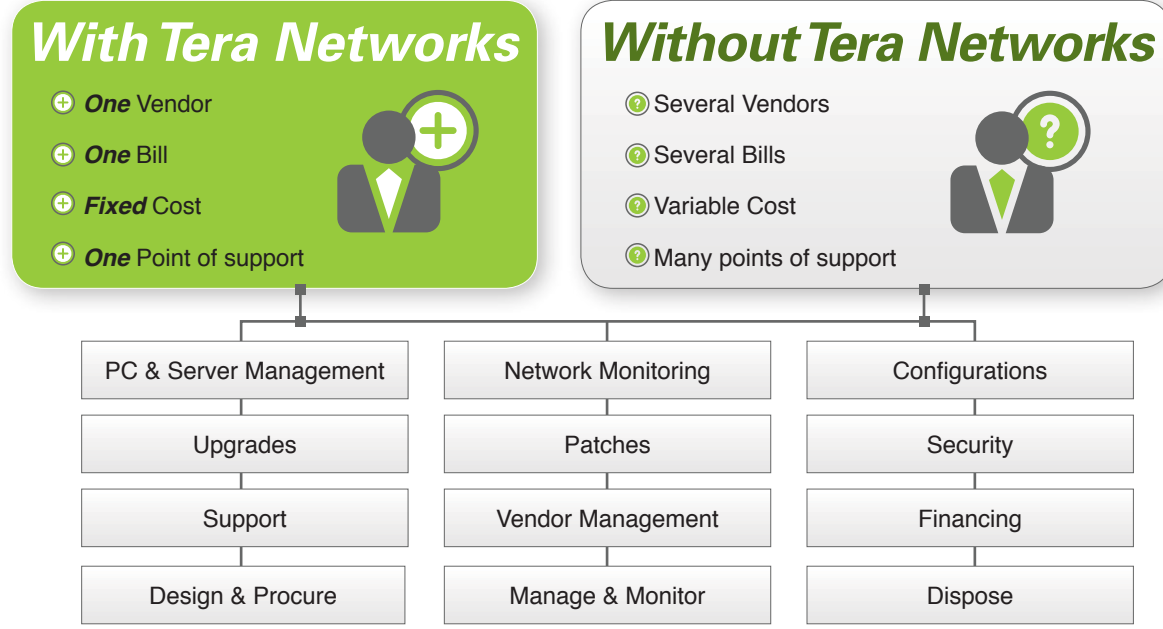
### Business Challenges

|  |  |  |   |
|--|--|--|---|
| <p><b>GROWING BUSINESS &amp; IT STRATEGIC PLANNING</b></p> <p>Small businesses need to have the best advice in terms of their IT strategy and yet most cannot afford to hire a full time Chief Information Officer (CIO) or even a technical expert.</p> | <p><b>INCREASED PRODUCTIVITY</b></p> <p>In today's market secure access to company data and information for mobile workers, either via laptops, PDAs or other remote technologies is becoming extremely crucial to run business.</p> | <p><b>COMPLYING WITH REGULATIONS</b></p> <p>Whether it's HIPAA compliance or Federal regulations, where data have to be stored, encrypted and archived securely and yet be accessible to authorized users.</p> | <p><b>PLANNING FOR CONTINUITY &amp; SECURE DATA</b></p> <p>Small Businesses must take steps to protect their business, without it being a major financial burden, using an online backup solution to securely store critical data</p> |
|--|--|--|---|

## The Tera Networks Solution

Tera Networks is a leading provider of managed hosting, managed services and disaster recovery solutions to all small and medium-sized businesses and enterprise customers. Tera Networks offers scalable outsourced IT infrastructure management solutions that provide customers what they need, when they need it. Customers will receive customized solutions for your IT network, including

- + Computer & Network Management
- + Planning
- + Design
- + Procurement
- + Implementation
- + Maintenance
- + Management



Instead of outsourcing to multiple vendors to evaluate, acquire, deploy and support technology, you can outsource your IT to one reliable company to help with all aspects of your computing infrastructure. We are the trusted IT outsourcing partner to hundreds of companies nationwide.

## Why Work with Tera Networks?



### DESIGN & PROCURE

We create the right solutions the first time. We work with you to understand your critical business applications and specific needs. We then design a solution that will best meet your company's needs. This process gives you the peace of mind that you can run your applications with fewer problems.

Tera Networks handles all aspects of procuring the applicable equipment for your needs. We will manage every step of the process, providing the following benefits:

- + Competitive Pricing
- + Licensing Expertise
- + Order Process
- + Financing

Customers now have a single partner to recommend, purchase, install, manage and dispose of your IT assets in a cost-effective manner.



## Manage & Monitor

Tera Networks Remote Manage & Monitor service gives you peace of mind that critical network devices such as your servers, routers, firewall and network services such as email, web and backup are running smoothly.

Our Network Operations Center (NOC) monitors your network devices 24/7 remotely and our engineers are equipped to handle the issue using state-of-the-art tools and techniques. The service is convenient and provides a fast response because support can be done 24/7 without your intervention or any disruption.

Tera Networks Manage & Monitor provides the following benefits:

- |                                    |   |
|------------------------------------|---|
| + PC Monitoring & Optimization     | + Firewall VPN Management                   |
| + Server Monitoring & Optimization | + PC Virus Protection                       |
| + Network Monitoring               | + Remote PC Backup & Data Recovery          |
| + Updates                          | + Spyware Protection & Removal              |
| + Software Distribution            | + PC Patch Management                       |
| + DNS Management                   | + Server Backup Monitoring & Administration |
| + Vulnerability Monitoring         | + Server Virus Protection                   |
| + Secure Wireless Management       | + Server Patch Management                   |
| + Automated Online Reporting       | + Anti-Virus & Anti-SPAM                    |



## Support

Our support technicians are ready to help on the phone 24/7/365. You will always have access to support when you need it most. In addition to the Phone support Tera Networks will also provide additional support as listed below:

- |                  |  |
|------------------|--|
| + Email Support  | + Incident Tracking                      |
| + Onsite Support | + Network Diagram & Infrastructure Guide |



## Dispose

As more critical and proprietary data is kept on PCs and servers, it is increasingly important to ensure this data is removed from old systems. Tera Networks data removal services for your PCs and servers to ensure this data is permanently removed.

Many companies are unsure of the best way to dispose of old computing equipment. Tera Networks assists with this process to allow you to focus on more important areas. We offer multiple approaches depending on your specific needs.