



RELITEK
SOLUTIONS

Reliable IT



John Bowles

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Your Reliable IT Solution

www.reliteksolutions.com



Reliable IT Services



Microsoft
Small Business
Specialist

Microsoft Certified
Professional
Systems Engineer

Industries Served:

Utilities
Legal
Healthcare
Financial Services
Retail & Wholesale
Government
Construction

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Why Choose RELITEK SOLUTIONS?

RELITEK SOLUTIONS, Inc. has years of professional consulting experience planning, designing and implementing information technology solutions based on reliability. Our razor-sharp focus rooted in our core values and mission statement sets us apart as a group of consulting engineers who are committed to providing businesses with cost-effective Technology Solutions. We partner with Microsoft and hold the Microsoft Small Business Specialist credential, ensuring stability for our clients' technology environment.

We guarantee radical response times and are committed to serving all of our clients by utilizing exceptional technological resources to make certain you have a stable and productive environment. We also can guarantee that our Tier I through Tier IV managed support plans will save you money initially and long term. We also provide a Free Technical Business Assessment in which we will evaluate your entire networking, security and messaging infrastructure. This applies to the Tier I and Tier II environments only.

Benefits of Choosing RELITEK SOLUTIONS

We offer Radical Response.

We completely understand your needs and the importance of your total network environment being up on a consistent basis. Our support infrastructure is setup in such a way that we are able to guarantee Radical Response as listed below:

- Immediate contact with a live person** for technical assistance or emergencies.
- 3-minute response time** for all support request that are sent via email or our support request website. This response includes immediate access to an engineer and instant remote access to your network.
- Emergency Onsite Response:** 1-hour onsite response time for all network emergency issues such as server down situations.
- Normal Onsite Response:** 4-hour onsite response time for all network issues outside the emergency category.

Note: All response promises listed above are 24 hours a day 365 days a year.

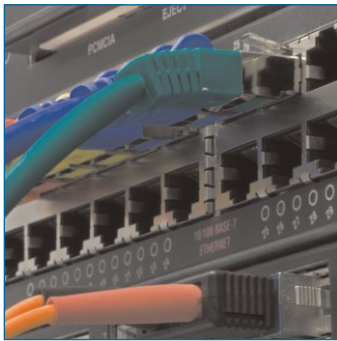
We offer hands-free support and assistance to do the work so that you don't have to.

By utilizing our remote access tools we are able to perform all support tasks for you and not have to walk you through issues over the phone.

- Support Website Remote Access:** We guide you to our website to and give you a code to take over access of your PC or laptop anywhere on the Internet.
- Server Remote Access:** We have remote access tools that give us instant access to your servers. All engineers are equipped with these tools.



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Benefits of Choosing RELITEK SOLUTIONS (continued)

Visionary Information Technology management guidance.

We not only focus on getting your networking and messaging infrastructure stable, but we look forward to where you need to be in the future, both short-term and long-term.

- ! We inventory all components on the network and document all pertinent information. This assists us in tracking warranty and support records.
- ! We keep a razor-sharp focus on new technology. We are a Microsoft partner so we are always testing new solutions and the latest software releases.
- ! We keep a razor-sharp focus on the latest release of all pertinent hardware equipment such as HP server technology.
- ! We work with your management team to discover what technology or lack of technology you have in place to assist you in your business process.

We are also committed to constant evaluation techniques to ensure that we are being proactive and helping your company grow and all employees are working efficiently.

We offer very low IT services overhead by outsourcing all of your IT networking needs.

- ! Outsourcing will save you money every month by not having to pay a full time employee to perform all of these tasks.
- ! Outsourcing will provide your company with expert consulting skills that the average IT employee cannot typically provide, mainly because we have a staff of certified engineers who have a lot of experience.
- ! Outsourcing will provide your company with multiple resources to meet all of your needs. We have expertise in multiple areas.

Getting Started

To get started on providing your company with a cost-effective, Reliable IT Solution, call us today. Our Solution Manager, John Bowles, can schedule your Free Technology Assessment and answer any questions you may have about our services.

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Your Economic Solution

RELITEK SOLUTIONS is committed to providing cost-effective IT solutions for every client need. We assess your particular situation and carefully design your **Custom Solution** to your business' technology and economic challenges.

RELITEK SOLUTIONS provides an **Economic Solution** to your IT problems.

We believe in being up front and honest from the very start. The model below provides a clear, accurate description of our billing structure. If you need a special pricing model to fit your business needs, we are always willing to work with you.

To get started, we offer a **Free Technical Business Assessment**.

IT Managed Services Contract Rates

Tier I Managed Services: (1-14 clients with 1 server)

(1) 2-hour onsite visit per month \$180 per month

Tier II Managed Services: (15-25 clients with 1-2 servers)

(1) 4-hour onsite visit per month \$360 per month

Tier III Managed Services: (26-50 clients with over 2 servers)

(1) 8-hour onsite visit per month \$720 per month

Tier IV Managed Services: (51-100 clients with over 2 servers)

(1) 16-hour onsite visit per month \$1440 per month

(Note: All consulting support task hours that are over and above the allotted IT Managed Services Contract monthly hours will be billed at our standard rate of \$120 per hour.)

Enterprise Billable Services Rate

Consulting services for all enterprise environments projects \$150 per hour

Standard Consulting Billable Services Rate

Billing rate outside the Managed Services rate \$120 per hour

Travel

Consulting projects and managed support in the Atlanta metro area

- we bill 30 minutes for travel one way from our office to our client's office.

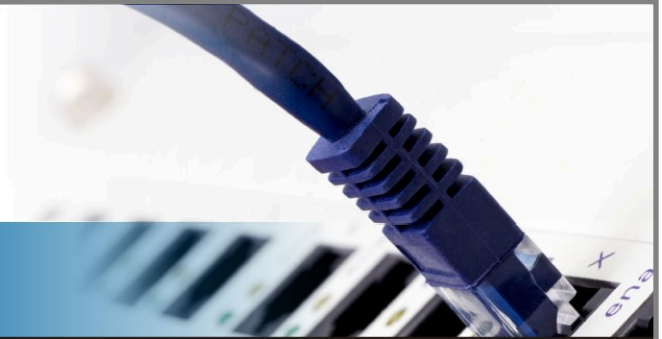
Consulting projects outside the Atlanta metro area

- we bill one way for travel (\$120 per hour of travel.)

Feel free to contact us anytime to discuss our pricing structure. We will be glad to answer any questions you may have about your specific network environment.

We look forward to working with you in the near future.

Contact us today to schedule your Free Technical Business Assessment.



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Frequently Asked Questions (FAQs)

How can you save us money over our current provider?

First of all, we understand that all companies are interested in saving money and getting the best service for their investment. We are aware of the market and what our competitors are charging for IT services. At **RELITEK** we know cost is a very important factor in business, and we take concrete actions to meet the needs of our clients. This is one of the main reasons we have our layered managed support structure that is tailored to meet your needs. Please refer to our Pricing List for more details.

How does the complimentary network assessment work?

For Tier I and Tier II companies we will perform a detailed onsite assessment and look over every facet of the network, including the servers, firewall, network services, and client machines. Next, we document our findings and make recommendations. The end goal is to take care of all your IT needs long term through a trusting relationship.

What processes does ReliTek Solutions have in place to assist us remotely?

We have a couple of options to serve all of your needs whether the employee is in the office or working remotely. We have a support tab on our website that will allow us to work with you to get connected and take over your PC or laptop. We do all the work for you to resolve your issue as soon as possible. We also have tools to manage all servers remotely. These services are all incorporated in the managed services agreement.

How would you monitor our servers and network to ensure that we are stable?

We have two different layers of monitoring. We monitor the external facilities and the internal infrastructure as well. We setup benchmarks that send alert messages when a problem occurs. On the server side we have a number of proactive monitoring processes and alerts that notify our Network Operation Center (NOC) when emergencies crop up.

Tell me about the process to switch from our current IT services company to **RELITEK SOLUTIONS**

This is a process that we have done many times, and have a lot of experience working with vendor to make the transition. The most important factor is gathering all of the pertinent information and documenting every facet of the network security. Once we have completed this process we have the owner of the company or IT manager contact the old IT services vendor and we coordinate a cut to change all passwords and remote access restrictions. This process is pretty seamless.