



Client First  
Technology Solutions



## Overview

Atlantic-IT.net is an information technologies and telephony solutions business that serves as the IT department for companies throughout the east coast. Our award-winning team (of highly skilled, highly trained professionals) ensures that your network will run smoothly and your business runs effectively, protecting valuable data from unforeseen disasters and keeping your systems virus free and healthy. But our services go well beyond standard IT management: as a true technology partner, we represent all of your technology needs, interacting with outside vendors on your behalf, saving you unwanted costs and hassle, while providing the best solutions to fit your needs.

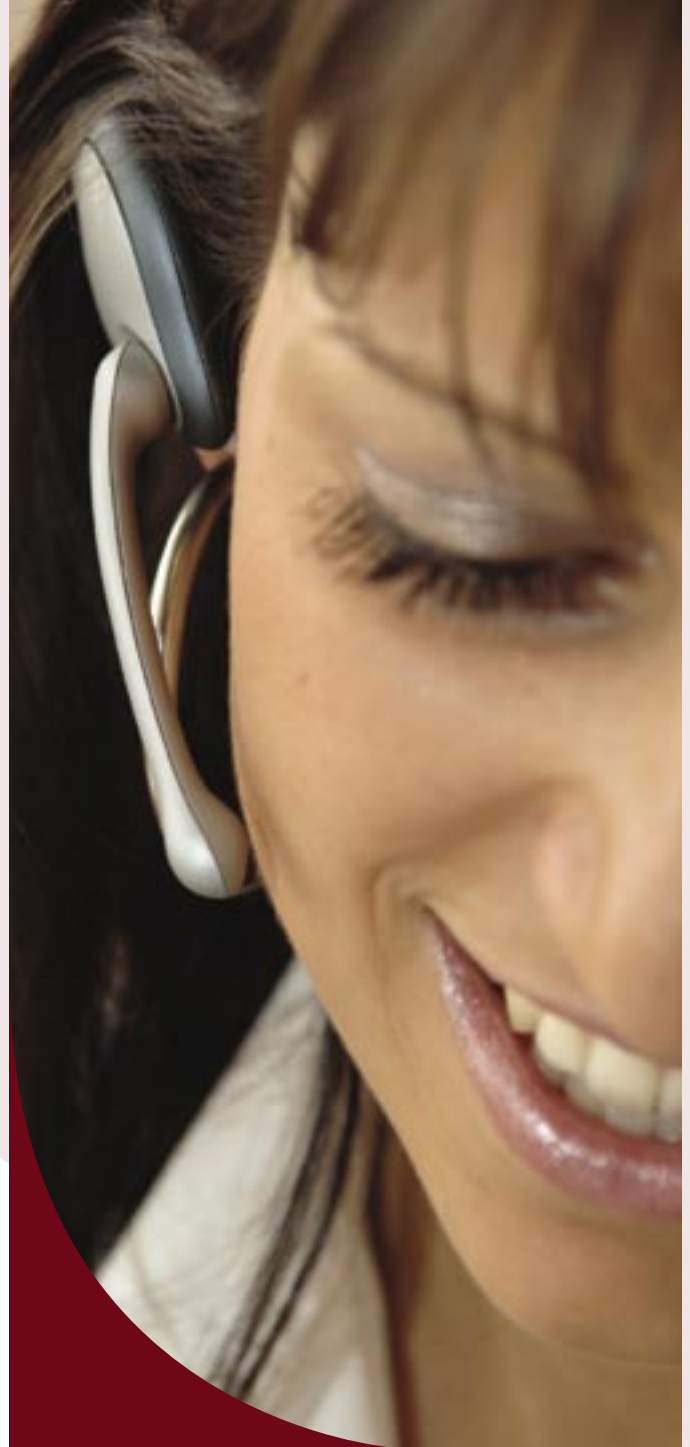
We take care  
so you can



## Our Focus

Atlantic-IT.net is a "client first" company. That means we value the relationship, and base our consultation on your specific goals, empowering you to meet your objectives. Our concentration on small- to mid-sized companies means that we are always easy to reach and on top of potential issues before they happen. Atlantic-IT.net professionals are as highly trained in customer support as they are in technology, so you can rely on each and every Atlantic-IT.net representative to provide you with exemplary service, and become a loyal and valued technology partner.

Our support spans all of your technology needs, including voice, telephony, network, wireless and security applications that converge with your computer networks. Our proactive support and ongoing maintenance and management of your technology needs is centered around helping you grow your business, decrease costs and improve your bottom line through the effective use of technology.



of your technology,  
take care of your business.

# Support

Maintaining a robust, stable and secure computer network is vital to your business operations. However, hiring an on-staff team of engineers and technicians can be costly, and attempting to establish and maintain numerous vendor relationships with technology providers can be a drain on time—time you could be spending growing your company.

Atlantic-IT.net does all of that for you, cost effectively, by taking a proactive approach to maintaining your voice and data network environment and managing vendor relationships for you.

We sustain our own in-house support center, staffed by highly trained engineers with top-level certifications. While other IT management firms save money by diverting you to outsourced call centers, Atlantic-IT.net knows that your immediate needs are too important to trust to pre-written, scripted solutions. That's why we stand behind our commitment to give you live, pre-qualified, in-house support by professionals who know your business, your employees and believe in our client first philosophy.

We are proud to count our team as among the best in the business. Their breadth of knowledge spans the gamut of modern voice and data technologies, allowing Atlantic-IT.net to provide you with unparalleled consultation and support.



The Atlantic-IT.net support center includes support for:

- Network connectivity
- PC and operating systems
- Microsoft Office Suite
- Servers
- Telephony—not just the hardware, but the systems integration to keep your communication smooth and efficient
- Wireless

Plus, we make the provision of our services easy by accepting service requests directly from your employees, agents or vendors. We'll even provide support to your employees when they are traveling, or working from off-site locations.

By partnering with Atlantic-IT.net, your technology needs are met and put in place before problems arise, ensuring smooth network usage and on-hand support without capital outlays or the expensive cost of hiring new employees. From the simplest technology-related questions to the most complex networking issues, Atlantic-IT.net provides you with the support you need, when you need it.



Atlantic-IT.net provides award-winning custom packages to ensure the best possible upkeep and maintenance of your technology.

## Support Services

- **Real-Time Monitoring:** Atlantic-IT.net has made significant investments in Hawkeye, our unique real-time remote monitoring tool set. Our specialists personally review system activity—including broadband connectivity, critical error messages, performance and availability—and take immediate action to minimize downtime.
- **Proactive Maintenance:** Atlantic-IT.net helps improve the stability and security of your systems through regular maintenance. Most maintenance tasks can be performed remotely, which reduces business disruption. However, Atlantic-IT.net is not a “hands off” service—we utilize the appropriate mix of people, processes and technologies to ensure your satisfaction.
- **Support Center:** The Atlantic-IT.net support center is staffed by highly trained, certified and experienced personnel—they are not call-center employees. Our support center technicians are qualified to address all of the IT needs of small to midsized businesses.
- **Backup Systems & Procedures:** Backup procedures are notoriously complex and failure-prone. Atlantic-IT.net eliminates this headache through comprehensive backup support services. We will ensure that your backup systems are operational and your backup jobs are completed on schedule.
- **Disaster Recovery & Planning:** Atlantic-IT.net can help ensure that you don't lose critical data in the event of a disaster. Our experts will help you implement the appropriate policies, procedures and technologies to protect your business.
- **IT Assessment & Planning:** You can trust the experts at Atlantic-IT.net to provide you with expert advice. We will review your systems in regular intervals and make recommendations based upon capacity requirements, load peaks, potential bottlenecks and overall performance.

## Network Services

- **Network Design:** Atlantic-IT.net has experienced network engineers who can design an efficient, flexible voice/data network infrastructure.
- **Network Administration:** We offer network administration services to improve the stability and security of your infrastructure.
- **Network Consulting:** Our experts can guide you toward the best voice, data, wireless and wide-area network solutions for your business.
- **Structured Cabling:** Atlantic-IT.net provides structured cabling services that are efficient and cost effective.
- **Network Installation:** We have the skilled resources you need to complete network implementation projects.
- **Network Support:** Atlantic-IT.net offers network support services to meet every need and budget.
- **IP Telephony:** Whatever the size of your business, Atlantic-IT.net can help you take advantage of converged voice/data solutions to improve communication, reduce overhead costs and simplify maintenance and support.
- **Off-Site Backup:** Our off-site backup solutions help protect your business-critical data in the event of a disaster.
- **Network Relocation:** Moving? Atlantic-IT.net can help you relocate your network with minimum downtime.
- **Network Security:** Our security specialists stay up to date on the latest threats in order to protect your business.

## Telephony Services

- **Communication Consultation:** Atlantic-IT.net will work with you to build a scalable communication system that's ideal for your business needs.
- Messaging
- VOIP
- Contact Centers
- Mobility

## The Atlantic-IT.net Difference

Atlantic-IT.net takes a unique approach to our work. Although we work with technology, our main focus is maintaining a solid and secure relationship with each and every one of our clients. This “client first” approach means that we stay in touch and up-to-date with your business, needs and goals. It means that we empower you to meet your business objectives, and speak to you in languages you can understand. It means that we assume responsibility for all of your information technology assets, leaving you free to do what you do best—run your company.

It means that Atlantic-IT.net is a partner you can trust to handle your technology, because we understand your business.

The information technology industry is a competitive one, and we recognize that you have many options. That's why we've spent time and resources to ensure you experience Atlantic-IT.net's client first attitude that makes us stand out from the crowd. Consider the following when comparing potential technology providers:

- Atlantic-IT.net only employs the best consultants, engineers and technicians, all of whom maintain top-level certification and have a strong understanding of all modern technologies applicable to your business.



- Our services go well beyond network maintenance, and span the entire spectrum of voice, video and data technologies.
- We not only maintain your network infrastructure, we'll even organize and store all of your technology documentation, including licenses, service contracts, etc.
- We consider your company's overall strategy and unique needs to align you with the best technology to meet your goals—we never provide simple “cookie-cutter” solutions.
- We ensure that all of our technology solutions remain within your budget.
- Our experience spans over three decades of support to small and mid-sized companies, with outstanding customer service.
- We are as a single point of contact for all of your technology needs, interacting with the best vendors on your behalf.
- Atlantic-IT.net is cost effective, service oriented and proactive—we solve your technology issues before you even know you have them!

When you're ready for a reliable, economic, single source technology partner that always keeps your best interest in mind, then you're ready for Atlantic-IT.net; the perfect alignment of technology, people and process.





Aligning information technology with business strategy