

# IT Managed Services

**Go with the Experts!**

## CITYCARE

*Our CityCare Managed Service provides customers with a means of realizing the competitive benefits of Information Technology while minimizing their technology risks, business risks, and financial investment. With this monthly service Citynet provides you a full complement of professional and managed services, including:*

- 24x7x365 monitoring and incident resolution
- Software Maintenance of equipment
- Management of software updates
- Ongoing trend analysis and recommendations
- Dedicated customer service manager
- Detailed Inventory Assessment

**Our CityCare service is offered with Gold and Platinum options, which differ in the level of support provided:**

- **CityCare Gold** service provides full remote management of IT infrastructure and applications with regard to availability and software updates, as well as monitoring and incident management of the supporting data infrastructure.
- **CityCare Platinum** service provides full remote and on-site support for complete turn-key management of both the IT Infrastructure and supporting network so that customers and their IT staff can focus on their core competencies. Monitoring for both CityCare Gold and CityCare Platinum is conducted remotely utilizing **NetPulse**, which integrates best-of-breed monitoring systems, customized notification and escalation paths, and a secure customer Web interface.

## CITYNET®

Call today 800.903.8906

or visit us on the web at <http://www.citynet.net/citycare.cfm>

**TWO  
FREE  
OFFERS**

**FREE!**  
Security &  
Vulnerability  
Assessment

**No Obligation!  
No Strings!**

**When you signup  
for CityCare get  
TWO MONTHS FOR  
FREE!\***

(\*With a modest term commitment)

**Experience the Peace of  
Mind and Financial  
Benefits of a Proactive,  
Expertly Managed  
Network!**