



### FACT 1

SMBs report an average of over 50 hours of **lost productivity** per employee per year due solely to IT problems.

### FACT 2

93% of IT problems can be **proactively** addressed via remote administration before they turn into performance problems, downtime, loss of data or security breaches.

### FACT 3

Current IT support providers profit when you face **more** IT problems rather than less!

→ **Managing and troubleshooting** desktops, networks, servers and IT security is rarely seen as a core activity by small-to-medium sized businesses. Some of the questions which come to your mind are – “Does hiring a full-time IT support specialist make sense? Can I pay a predictable monthly price rather than being at the mercy of IT support charges paid by the hour? How can I reduce downtime, poor performance and IT security breaches without paying through the nose?”

Relax! You are not alone.



CRYSTAL  
COMMUNICATIONS

Play it smart with Crystal Communications' comprehensive IT management services at predictable and affordable monthly fees. Crystal Communications provides top-class IT services with a sophisticated set of IT management tools, currently available only to Fortune 1000 companies. You'll receive all of our tools without a huge up-front investment or committing to any long term contract. Plus, there is minimal start up time. Our technology allows us to proactively fix issues before they turn into problems and instantaneously attend to a problem to prevent disaster. Experience a higher level of service with Crystal Communications. Given the fact that we charge a predictable monthly fee, we profit when our customers' desktops, networks and servers experience fewer problems, rather than more. Rely on us – Crystal Communications.

## WHAT DO WE OFFER?

Broadly speaking, we manage everything related to your desktops, networks and servers. Crystal Communications does specialized SQL database monitoring, e-mail protection and management, network management, server maintenance, desktop support, performance monitoring, patching, anti-virus updates, software deployments and much more. We have teams of certified engineers and technicians delivering high levels of IT support from our Network Operations Center on 24x7 basis.



### Desktop Support

- Regularly deploy patches and update virus definitions.
- Perform desktop tunings like Defrag, Scandisk, Paging file optimizations, bottlenecks etc.
- Deploy updates to software and service packs.
- Support all off the shelf products and third-party applications.
- Extend end user technical support.



### Server & Network Management

- Windows NT/2000/2003 server support and proactive maintenance.
- Troubleshooting any alerts that arise while monitoring systems.
- Check for viruses and event logs to identify problems and troubleshoot them.
- Check and patch-up all security holes and verify data backup.
- Management of all hubs, switches and other network devices.

### Security Management

- Proactive firewall maintenance and troubleshooting when problem arises.
- Maintain logs of intrusion attempts from outside influences.
- Continuous filtering for bugs, spyware, malware and other threats.
- Proactive monitoring of E-mails for Spam and Viruses before they can affect the system.

## CUSTOMER BENEFITS



Crystal Communications believes in proactive monitoring and preventive maintenance. We work towards making your systems work optimally. It sets you free from all the worries of cost and downtime and allows you to focus on your core business. You get affordable bills delivered consistently. Some of the benefits you get from Crystal Communications are:

### Preventive approach and Quick Response

- Reduce IT downtime and security incidents by over 70% via proactive management.
- Cut the attend time to a problem to less than 5 minutes via our remote management technology.

### Access to top notch expertise

- Your IT infrastructure is supported by a team of highly specialized and experienced engineers working from our network operations center. You are relieved from being at the mercy of a technology “generalist”.

### Access to superior IT Management technology

- It uses SAAZ, a high-end IT management platform being used by companies such as Sony, LG and CMU.
- SAAZ is an integrated set of tools to proactively monitor, manage and protect your network.

### Lower and Predictable IT costs

- A predictable monthly cost that can be budgeted with no surprises.
- Eliminates the need to build in-house expertise on IT infrastructure and security technology.
- Provides economies of scale that let small and medium businesses get “Fortune 500 class” IT management and support at an affordable cost.

Our average time to resolve an IT problem from start to finish is 22 minutes.

We have been able to resolve 93% of IT issues remotely and proactively.

On average, we have delivered savings of more than 35% to our customers in terms of IT support costs.

We use the “SAAZ” as our IT management tool. SAAZ has an excellent success rate and is being used by companies like Sony, LG and CMU.



## HOW IT WORKS

- ➔ When Crystal Communications engages with you, the first step is to assess the network, perform improvements, create network usage policies, and take all necessary steps to create standardization for ease of use and administration. We want to **make the network easy to use** for you and easy to manage for us.
- ➔ We then install a SAAZ software-equipped machine we call the Management Node. The Management Node **constantly performs checks** on the servers, network, firewalls, and desktops, and alerts the engineers at the Crystal Communications Ltd. Network Operations Center who in turn proactively take appropriate steps to prevent the potential issue from becoming a real problem.
- ➔ Using SAAZ the engineers at the Crystal Communications network operations center perform preventive maintenance tasks such as deploying anti-virus updates, patches, removal of spyware, “cleaning” of machines, tuning of servers, updating firewall rules and much more, all **to keep the client’s network running optimally.**
- ➔ When an end user encounters a problem, he or she calls a toll-free number and an engineer at the Crystal Communications network operations center answers. The engineer assists the user or when necessary, with permission from the user, the engineer takes remote control of the machine and **resolves the problem** directly. In our experience we have been able to resolve 93% of all user issues remotely.
- ➔ Should the issue be such that it cannot be resolved remotely (as is the case with failure of hardware), **Crystal Communications** dispatches a technician to your site.
- ➔ Data collected by the management node is analyzed and converted into meaningful reports which are available online for you to see. Crystal Communications reviews the reports with you to identify incorrect usage or potential security problems and to make **improvements to the network.**



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