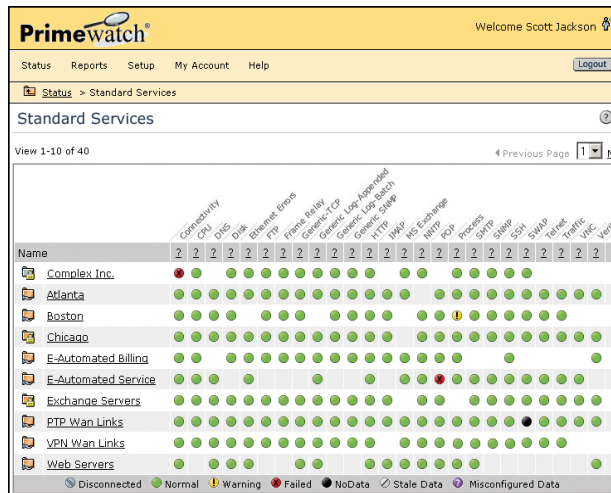


Why MCG Prime?

Our Eyes on your Network

The MCG Prime Program will reduce downtime by dramatically shortening the time from failure to resolution. At MCG we monitor the availability of your critical services through our MCG Prime system. At the first sign of trouble we immediately inform you of the issue (Prime Watch), or our technicians will automatically begin the remediation process (Prime Care) – you'll have the peace of mind that we are on it!



Prime Support Program includes:

- Real-Time monitoring
- Security and Critical Patching
- Immediate remediation undertaken at agreed upon levels (Prime Care)

Benefits

- Reduced mean time to resolution
- Save money on costly downtime
- Priority call over non-contractual customers
- Lower hourly rate on break/fix
- All benefits of the Prime Support Program
- Even faster time to resolution due to immediate remediation effort

An IT Partner *not* Provider

Like all businesses your size, you depend on your network to perform at its peak. How often have you wanted to send an email only to find that the server was slow or that the email server was down? How frustrated were you by disk errors or sluggish network issues?

In today's competitive environment, you can't afford to fall behind. A partnership with MCG backed by our **Prime Guard** or **Prime Care** programs will solve all of that. MCG Prime Support programs address your IT needs by:

- Monitoring the critical health status of devices and applications 24x7
- Remotely diagnosing problems before they occur
- Immediate resolution efforts (**Prime Care**)

Program Packages Highlights

Prime Watch:

- Monitor services you pick 24x7.
- Sends notifications to your designated contact.
- Create automated monthly reports.

Prime Guard:

- Next Business Day Response to non-critical issues.
- Monthly Patch maintenance.
- Remote IT support by phone & through the web.

Prime Care:

- Available technical helpdesk to support your employee's issue.
- Immediate effort by the MCG staff to find resolution to business critical issues.
- Monthly technical meeting to discuss issues and plan for future maintenance.
- Schedule Backup configuration.