

# iBeast Business Solutions, Inc.

## Call Center Support Services



We are waiting to support  
Your every need.

Supplement your IT staff with knowledgeable and cost effective support:

- 9 to 5 phone or electronic access to Call Center
- Per incident or Unlimited support options
- Centralized software support\*

- Virus notification

Additional Service Options:

- Upgrade to 24/7
- Onsite support
- iBeast CleanSweep
- Remote management

Requirements:

- Service contract
- Onsite technical contact
- Email access
- Internet or dial-in access for remote management and support

\*Contact your iBeast sales representative for complete listing of supported software

## Server and Network Administration

*Custom support packages available to provide flexibility for your growing business needs.*

Trained IT staff without the overhead:

- 9 to 5 Call Center Support Services
- 9 to 5 server administration\*
- 9 to 5 security monitors
- Network virus protection
- Operating System and

application upgrade support

- Router, switch and hub management
- Certified network engineers and administrators
- Customized iBeast.com Intranet site

Requirements:

- Secure VPN over dedicated line or high speed Internet (T1 or higher)
- iBeast CleanSweep
- Server Configuration
- UPS protection

Upgradeable to 24/7

\*Email administration is an additional service option

## Virtual Enterprise—Lights Out Remote Management



Big business service and support  
in cost effective packages.

Full data center capabilities:

- 24/7 Call Center Support Services
- 24/7 Server and Network Administration Services
- 24/7 security monitoring
- Managed backups\*

- Data recovery services
- Secure and immediate offsite storage
- Enterprise virus protection
- 24/7 Remote Desktop Support
- 24/7 Email administration

Requirements:

- Secure VPN over dedicated line or high speed internet access (T1 or higher)
- iBeast CleanSweep
- Server and Desktop Setup
- UPS protection

\*T3 or higher required for backup, data recovery services