



BITS, Inc. provides businesses with fully managed IT services and customized support solutions. BITS helps clients use current technologies in a more strategic and cost effective way. Our flexible approach and reasonable pricing make it easy to right-size your IT needs. We offer our clients technical expertise along with a commitment to exceptional customer service.

## Services and Capabilities Overview

### Desktop Support for PC and Mac

- BITS provides onsite and remote desktop support.
- Managed anti-virus, anti-spyware solutions
- Automated Microsoft patch management
- Software installation and custom PC image creation
- Encryption and security software to protect your sensitive information
- Hardware and software procurement
- Whether they be PC, Mac or Linux/Unix – BITS keeps your computers secure and functioning properly.

### Remote Data Backup Service

- BITS provides a remote data backup solution to withstand disasters, theft, and viruses.
- Backup system management as well as regular data restore testing and maintenance updates
- Disaster recovery planning and testing

### Server Management

- 24/7 remote server support and maintenance
- Remote management and service monitoring tools
- On-site server support with a guaranteed 4 hour emergency response
- Regular proactive onsite and offsite server patching and maintenance

### Network Management

- Firewall and network anti-virus support
- Multi-site and Remote VPN support
- Network monitoring and reporting / downtime and bandwidth utilization
- Internal and external security testing by CISSP certified professionals
- Proactive network maintenance including device OS patching of firewalls, routers and switches

### Strategic Planning and Project Services

- Onsite and offsite IT project management support
- IT Services Cost Analysis and Budgeting

## Microsoft Exchange and Sharepoint Hosting and Management

BITS can provide full MS Exchange implementation support or help you outsource.

BITS is a reseller of both 123Together.com and Hostway's managed Microsoft hosting platform.

Experienced in MS Exchange 2000, 2003 and 2007 implementation and management

## Voice Over IP

Experienced in Asterisk and Fonality VOIP systems

## Professional Video Conferencing Systems

Full onsite support and troubleshooting of your video conference system

## Data Archiving

Email and file archiving for regulatory compliance or peace of mind

## Network Health and Security Assessment

Internal and external network health and security assessment for individual applications or the enterprise

## Virtualization Solutions

Experienced VMWare solution provider

High redundancy virtual system implementation and management

## Hosting and Internet Bandwidth Solutions

Dedicated servers, server colocation, custom hosting configurations, dedicated high bandwidth circuits

## Partial Listing of Clients

Fidelity Brokerage Technology

Citizens Bank

Commonwealth of Massachusetts

Center for Effective Philanthropy

Optaros, Inc.

Hokanson, Inc.

Charles Webb, Inc.

### **BITS Certifications:**

CISSP (Certified Information Systems Security Professional)

MCSE (Microsoft Certified Systems Engineer)

CCNP (Cisco Certified Network Professional)