

Vision: Building a more economically and environmentally sustainable world one valued customer at a time  
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# Cybernomics

## Think Green Alliance

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11/19/2009 - [Info Tech: Customers, partners discuss impact of Exchange 2010](#)

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Call us today to discuss your business requirements.

Local: 416.915.4048 ext. 304

Toll-Free: 1.866.300.7553

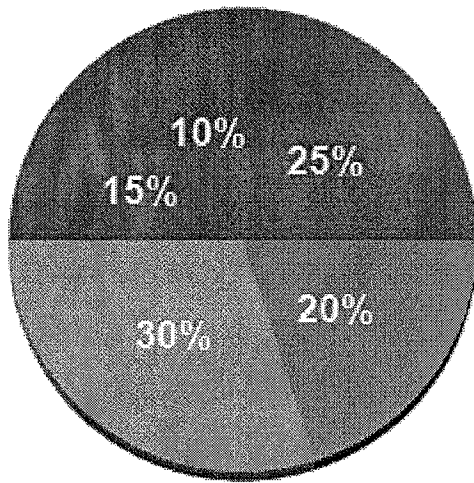
Email: [sales@cybernomics.net](mailto:sales@cybernomics.net)

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## **Your Support**

Cybernomics provides support for your technology and IT as part of your Monthly IT Management Package. All support and project data is tracked within the Cybernomics Helpdesk and analyzed in our [Live IT Analytics](#). IT Management Packages can take different forms depending on [Your Office](#), but are broken down into the same categories.

## Professional IT Management by Category



- Proactive Management
- Scheduled Administration
- User Support
- Micro-consulting
- Emergency

### *Normal IT Operations*

#### **Proactive Network Maintenance**

Preventative work is done behind the scenes and typically after-hours to avoid possible future downtime or data loss.

For example: Cybernomics monitors server logs and completes backup maintenance, updates for antivirus and critical OS and application software patches.

#### **Scheduled Administration**

IT tasks that can be scheduled and require additional preparation. These activities can be one-time in nature or occur from time-to-time.

For example: You request an email address be set up for your new employee, or you need a new software installed.

#### **User Support**

Break/fix or troubleshooting issues typically initiated by a request for assistance from one of your employees.

For example: One of your staff cannot print, send email or he/she has a computer that is not working properly.

#### **Micro-Consulting**

A request for advice or a recommendation as requested by one of your employees, typically to help choose a new laptop or device, or a new software/application.

For example: You would like to know which CRM software is best suited for your company, and you'd like Cybernomics to review and assess the choices you have on the market and give our professional opinion.

### ***Emergency Operations***

An emergency situation produces a stop-work situation for one of your employees, an entire department or the whole organization. These situations typically have a high risk of data or productivity loss.

For example: Failure of the office email system, hardware failure, loss of internet connectivity or company-wide printing service interruption.

### **Contact Cybernomics today to learn more about Your Support**

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 Toll-Free: 1.866.300.7553  
 Email: [sales@cybernomics.net](mailto:sales@cybernomics.net)

### **Request More Information**

**Choose that statement that best describes your current IT:**

- |  |   |  |  |  |
|--|---|--|--|--|
| <input type="checkbox"/> I outsource my IT operations to another company | <input type="checkbox"/> I have an IT staff or department | <input type="checkbox"/> I do not currently have anyone taking care of my IT | <input type="checkbox"/> I am in an IT Management role | <input type="checkbox"/> I am in a CTO or CIO role |
|--|---|--|--|--|

**How many employees are there in your company?**

- |                                    |                                 |                                    |                                  |
|------------------------------------|---------------------------------|------------------------------------|----------------------------------|
| <input type="radio"/> Less than 20 | <input type="radio"/> 20 to 49  | <input type="radio"/> 50 to 99     | <input type="radio"/> 100 to 249 |
| <input type="radio"/> 250 to 499   | <input type="radio"/> 500 - 999 | <input type="radio"/> 1000 or more |                                  |

What is your company's industry?

**What areas below best describes your IT business needs at this time? Please check all that apply.**

- |                                     |   |   |                                     |                                   |                                   |
|-------------------------------------|---|---|-------------------------------------|-----------------------------------|-----------------------------------|
| <input type="checkbox"/> General IT | <input type="checkbox"/> Green IT or IT | <input type="checkbox"/> Server Room or | <input type="checkbox"/> Networking | <input type="checkbox"/> Software | <input type="checkbox"/> Hardware |
|-------------------------------------|---|---|-------------------------------------|-----------------------------------|-----------------------------------|