

A Quick Word on Internet Access & Phone Lines

Lately we've seen that a few of our customers have been calling us asking us to come in and configure their new internet service but unfortunately we didn't get the opportunity to assist them with this and then problems arose due to the wrong type of service being ordered. On each occasion, this resulted in additional expenses to the customer and could have easily been avoided by engaging IDSI to order the service to begin with.

That said, we would like to remind you that IDSI has the staff, the know-how and the ability to save you time and money when it comes to these particular services. We represent Comcast, AT&T, XO, LDMI and Paetec (formerly McLoed).

So if you're looking to change your phone or internet service or just need a quick cost analysis review, please give us the opportunity to assist. It won't cost you a dime more than if you were to call yourself and we do all the work!

Thanks...



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IDSI announces its new **Monitoring And Response System.** **MARS... It's out of this World!**

There's a major shift going on in our industry and I wanted to take a few minutes to educate our clients regarding this shift. Here at IDSI we pride ourselves on staying on top of industry technology and trends and we're always looking for a more effective way to deliver services to our clients.

This shift, called "Managed Services", is a change in the way that IT Service companies like IDSI are bringing value add to our clients. If you've not yet heard the term "Managed Services" prior to this writing, believe me, you will soon be hearing it more and more.

By deploying some very intelligent management tools, with Managed Services we can pro-actively manage critical network components of your network, (as well as all of your desktop computers if you choose) in many cases, without ever having to roll a technician out to your site.

Many of you already know that IDSI currently offers a remote monitoring and response package and for those of you who subscribe to this service, I'd like to let you know that our new **MARS** service goes WAY BEYOND this.

In addition to our Managed Services platform, we've also recently invested significant dollars in a trouble ticketing, tracking and dispatching system. Coming soon will also be a customer portal that will give you online access to the history of service calls performed at your site and their corresponding invoices and detail. You can rest assured that your IT Support Company is running at maximum efficiency and when you get on board with our new services, your network will be doing the same.

We've developed this new **MARS** service with all of our clients in mind and we've developed three plan levels that work for just about any business. Wouldn't it be great if you could budget a monthly amount for computer support allowing you to forecast your computer expenses and really get a handle on the ever increasing costs of the technology that it takes to run your business? Under our **MARS** service plan, for a fixed monthly fee, you will be able to do just that by effectively managing and budgeting your IT costs and eliminating unwanted surprise expenses.

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Tell us your thoughts!

Is there a topic that you'd like to see IDSI discuss in an upcoming newsletter? Send us an email:

newsletter@indaso.com

with your thoughts and suggestions!

Need to add additional employees to our mailing list?

Simply send an email to:

newsletter@indaso.com

along with the

employee's name and

email address, and we'll

make sure that they

receive this newsletter!



Need to set up a Service Call?

Call IDSI at: 248-543-5300

Press Option "2" for Tech Support or email:

tech@indaso.com and we will be happy to assist you!

IDSI announces its new **Monitoring And Response System. MARS... It's out of this World! - Continued**

Over the coming weeks and months, you'll be hearing more about this from us as we make the shift into Managed Services. We're so convinced that this is going to save you time, money, headaches, etc., **and** will make your business run more efficiently that we're putting a "No-Hassle Guarantee" in place to back it up.

So if you just can't wait, and you want to hear more about our awesome new **MARS** service immediately, just give me a ring and I'll be happy to come out and meet with you personally to show you how this can improve your bottom line. It truly is "**out of this World**"...

Thanks for your utmost attention and continued patronage.

Jeff Cattin
President & CEO, IDSI

Do you know where your software is?

We just wanted to take a minute to remind our clients, how important it is to know where your software is.

When you receive a new computer from IDSI we also include a documentation package for each system. Included in this package are all of the disks, licensing keys and documentation for the software that is installed on that particular system; at that point in time. This package is labeled with the IDSI Service Tag # of each system and we are always sure

to turn this over to your system administrator or office manager for safe-keeping.

In the event of a system reload due to hardware or software failure, this documentation package will be paramount to getting your system restored in a timely manner.

Unfortunately, in many cases we find that our clients can no longer locate their software. This typically results in costly downtime and more expensive repairs, and in some cases, it

becomes necessary to re-purchase software that you have already paid for.

In an effort to shield our clients from un-necessary expenses, we would simply like to remind you that it is **EXTREMELY IMPORTANT** that you organize these documentation packages and keep them readily available in the event that they are needed.

We thank you for your attention and value your continued business.

