

2009 – 2010 Holiday Hours

November 26, 2009 –
CLOSED

November 26, 2009 –
CLOSED

December 11, 2009 –
Closing at 3:00pm
Employee Appreciation
Day

December 24, 2009 –
Afternoon – Closed

December 25, 2009 –
CLOSED

Friday January 1,
2009 - CLOSED

We wish all of you a
Healthy & Happy
Holiday Season

IDSi Staff

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- Holiday Hours
- Managed Services vs. 2010 Rate Increase

Managed Services vs. 2010 Rate Increase

To our valued Clients:

As you are well aware, it's been a tough couple of years out there. Company closures, Cutbacks, Job Loss, you name it, we've seen it here in Southeast Michigan. General Motors is now under government control for cryin' out loud.

Occasionally when I'm asked what the secret to our success is and how is it that IDSI has managed to get through these harsh times, "Survival of the Fittest" comes to mind. Frankly at IDSI, for 20 years we've run a pretty tight ship and we've worked extra hard during the past few years buttoning down the hatches and tightening our belts. Our dedication and sacrifice runs deep throughout our organization.

Like many of you, we have been, and must continue to make significant investments in technology and personnel to keep up with an ever changing business climate. Knowing that our employees are our greatest asset, we simply can't afford to lose our talent as our economic turnaround takes place. I must be sure that IDSI is well positioned to continue to support our clients with the best possible expertise available. And this brings me to the *Bad News* segment of the newsletter.

Beginning January 1, 2010, our non-contract On-Site rate will increase from \$125 per hour to \$135 per hour with a one hour minimum. Our remote support rate will increase from \$100 to \$110 per hour.

So it is with regret that I am announcing this rate increase for 2010 and yes, I know what you're thinking. How can we possibly justify raising our rates at this particular moment in time? And I appreciate that and truly know how tough this is to hear, and that is why I wouldn't dream of doing such a thing in this economy without offering some refuge. Now we get to the *Good News*...

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Sign up for our Silver **MARS** program and we'll keep you on our current support rates for 2010. Sign up for our Gold or Platinum *Plus* **MARS** programs and we'll reduce our hourly rates even more.

If you haven't heard from us regarding our **MARS** Managed Services offering that probably means that you're not really reading our newsletter and that's ok (it happens..), but you really need to take a look at this service because ultimately it will save your company money and your systems will run better and be more secure. So our (*Good News*) offer is tied to getting on board with our Managed Services program. We affectionately refer to it as **MARS**, short for **M**onitoring **A**nd **R**esponse **S**ervice.

So what is **MARS** you ask? While the details of **MARS** are fairly complex and really require some face time, to summarize in a sentence or two, **MARS** is this:

*A culmination of IT products and services that are provided, installed and configured by IDSI that allow our clients to effectively control the security, management & costs as it relates to the computer systems that run your business. **MARS** is delivered to our clients for a fixed monthly fee, allowing for a predictable expense for computer services.*

To give you a bit more detail, at the heart of **MARS** is an industry-leading Remote Monitoring and Management (RMM) software tool that runs harmlessly on each of your managed systems that will allow our technical team the ability to support you with greater efficiency. By utilizing RMM tools, most computer problems can be resolved remotely without ever rolling a technician out to your site (this is where the cost savings come into play).

MARS also gives us the ability to make sure that your systems are well tuned and ready for business, keeping things like Viruses, Spam, and Spyware from shutting you down and causing unexpected and costly repairs. This pro-active measure of support allows us to prevent many problems from happening in the first place. (huge cost savings here..) Many tasks such as Microsoft Patches and Virus Definition Updates take place automatically so that you know that your systems are secure and up to date.

But let's face it, the unexpected can still occur and when unavoidable problems do arise, you'll take comfort knowing that in many cases, we are already working on the issue. This is because our RMM had alerted us and a trouble ticket had been established in our response system automatically.

We'll also include Anti Virus and Anti Spam licensing that you may be currently paying for monthly or annually (those bills will go away). And you'll finally get a handle on Spyware since we include a commercial version of a leading spyware/malware utility that will automatically detect and remove the most common infestations. *This will all be detailed for you on a single, fixed monthly invoice.*

It's really a win-win situation and after nearly two years of research and development, we're really excited to offer this new level of service to our clients. Your systems will run more reliably and be more secure and that's a fact! At IDSI, we believe that every one of our clients will benefit from having their systems managed with **MARS** and that's why we're making it affordable for all of our clients.

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Additionally, you should know that this rate increase does not impact our customers who currently have a signed **MARS**, Hardware Maintenance or Block Time agreement on file with us.

Please call today to setup your free consultation on our **MARS** Managed Services. As an added incentive, the first 10 of our clients to call and set appointments to discuss **MARS** will be given a Best Buy gift card valued at \$25. Who can't use that during the holidays?

We look forward to continuing our relationship with your organization and delivering a higher level of service in 2010 and beyond.

Sincerely,

Jeff Cattin
President & CEO
Integrated Data Solutions, Inc.