



## MNS Group provides managed Information Technology and Management Information Systems to businesses with five to 2,500 computers as an outsourced service.

We offer a collection of services that minimizes your technology risks, make recommendations on how technology can be used to work better for you, provide security and position you to stay working. Additionally, we are pleased to assist on-site IT departments and provide CTO/CIO services, saving you the hassle and expense of having a full IT staff. Each of our consultants has spent at least five years as a corporate Chief Information Officer and brings the lessons learned in multi-billion dollar companies to your business.

### Our Services:

We understand that no two organizations have the same needs or concerns when it comes to technology.

We will work with you through a comprehensive analysis of your organization, your network, your existing systems and staffing to determine the best service or combination of services to suit your needs.

### MNS Group's suite of services includes:

- User and desktop support: phone and on-site
- Emergency infrastructure support
- Proactive maintenance
- Security and risk management
- Business continuity management
- Full Network Operations Center (NOC-Systems Monitoring)
- Business process evaluation
- Strategic Planning
- Custom application programming



Networking Infrastructure Solutions  
Security Solutions

### What Makes Us the Best:

We work proactively to head off problems before they arise - limiting your downtime so you can stay working.

Our highly trained staff averages 12 years of experience in high level enterprise network management and holds top-level industry certifications from Microsoft, Cisco, Novell and Red Hat. The enterprise support tools we use are the best in the business.

We work with many top vendors, such as CDW, Dell and HP and leverage these relationships to get our clients the best prices on new systems and hardware.

We stop the break/fix fire drill cycle by focusing on process, analysis and action.

# MNS GROUP

## Agility, Excellence & Reliability

Business moves too fast to allow for downtime. Having an entire team of highly qualified and friendly technicians on call 24 hours-a-day, 7 days a week will allow you to stay focused on what you need to do to manage your organization effectively.

For the cost of a single qualified System or Network Administrator, MNS Group can provide you with a fully staffed helpdesk, network monitoring center and administration team. If you retain on-site employees, MNS Group can still provide valuable additional support in the event of illness, vacation, turnover or projects that are simply too large or complex for your staff to handle efficiently.

### Unlimited PC Support:

- 24/7 Support
- Unlimited Phone Support
- Unlimited Remote Control Support
- Microsoft Application Support
- Emergency After Hours Support (6 pm – 8 am M-F, Sat/Sun)
- Unlimited Handheld Support

### Maintenance

- Online Asset Management
- Online Case Management
- Online License Management
- Automated Desktop Optimization & Management
- VPN Client Management

### Security

- Anti-Virus Software Management
- Software Patch Management
- Anti-Virus License

### Unlimited Server Support:

- 24/7 Support
- Unlimited Phone Support
- Unlimited Remote Control Support
- Service Availability Monitoring
- Emergency After Hours Support (6 pm – 8 am M-F, Sat/Sun)
- Unlimited On-Site Support

### Maintenance

- Microsoft Patch Management
- Event Log Monitoring
- Log File Maintenance
- Drive Space Monitoring
- Printer Setting Management

### Security

- User Account Administration
- File Sharing Permission Administration
- Security Administration
- Virus Definition & Prevention

“Ripken Baseball and the Cal Ripken, Sr. Foundation count on the MNS Group team to keep all of our IT needs up to date and functioning. They do a wonderful job, are very responsive and reliable. I consider MNS Group a valuable part of our team.” Cal Ripken, Jr. - President, Ripken Baseball

[www.MNSGroup.com](http://www.MNSGroup.com)

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