

Managed Services Advanced

No matter what your business involves, it depends on IT systems to operate properly.

However, as we all know, it's not always easy to keep everything running smoothly. If you're like most companies, you spend lots of time and money keeping your desktops, servers, applications, communications links, and users all running smoothly and productively. The annual management cost of a desktop PC alone is regularly estimated to be three or more times its purchase price.

Time and effort aren't the only problems. Massive outages of systems or services can cost millions in lost productivity and lost sales – and even minor incidents can become major headaches in the scramble to get everything working again. Whether it's a hard drive failing, a virus attack or an application problem, most organisations suffer one or more service outages per year – and their business suffers as well.

Security, email, disaster recovery, and desktop management are the four biggest pain points for today's businesses. The systems supporting these services invariably require a major effort to get running, and even more effort to keep them that way.

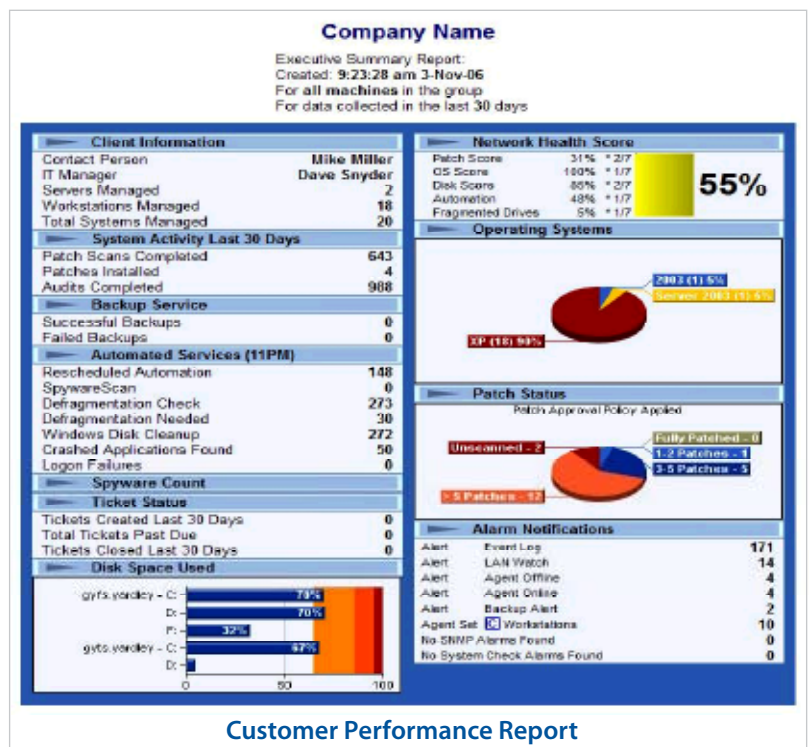
That's where BlueFire's Managed Services Advanced (MSA) comes in. Whether you're looking to improve your email, strengthen your network's security, help your employees work from home, or protect your precious data, we have highly skilled technicians ready to manage your IT infrastructure on your behalf – so you can sleep better at night.

In fact, helping our clients sleep better has become an overriding desire, and we've spared no expense building our own, enterprise-class infrastructure to make it possible. Millions of dollars have been invested in configuring servers, setting up applications, training staff to world's best practice, and adding specialized technology that lets us manage our clients' desktops from far away. Building on our years of experience in managing our own enterprise-class infrastructure, we can identify and resolve potential issues before they affect your business.

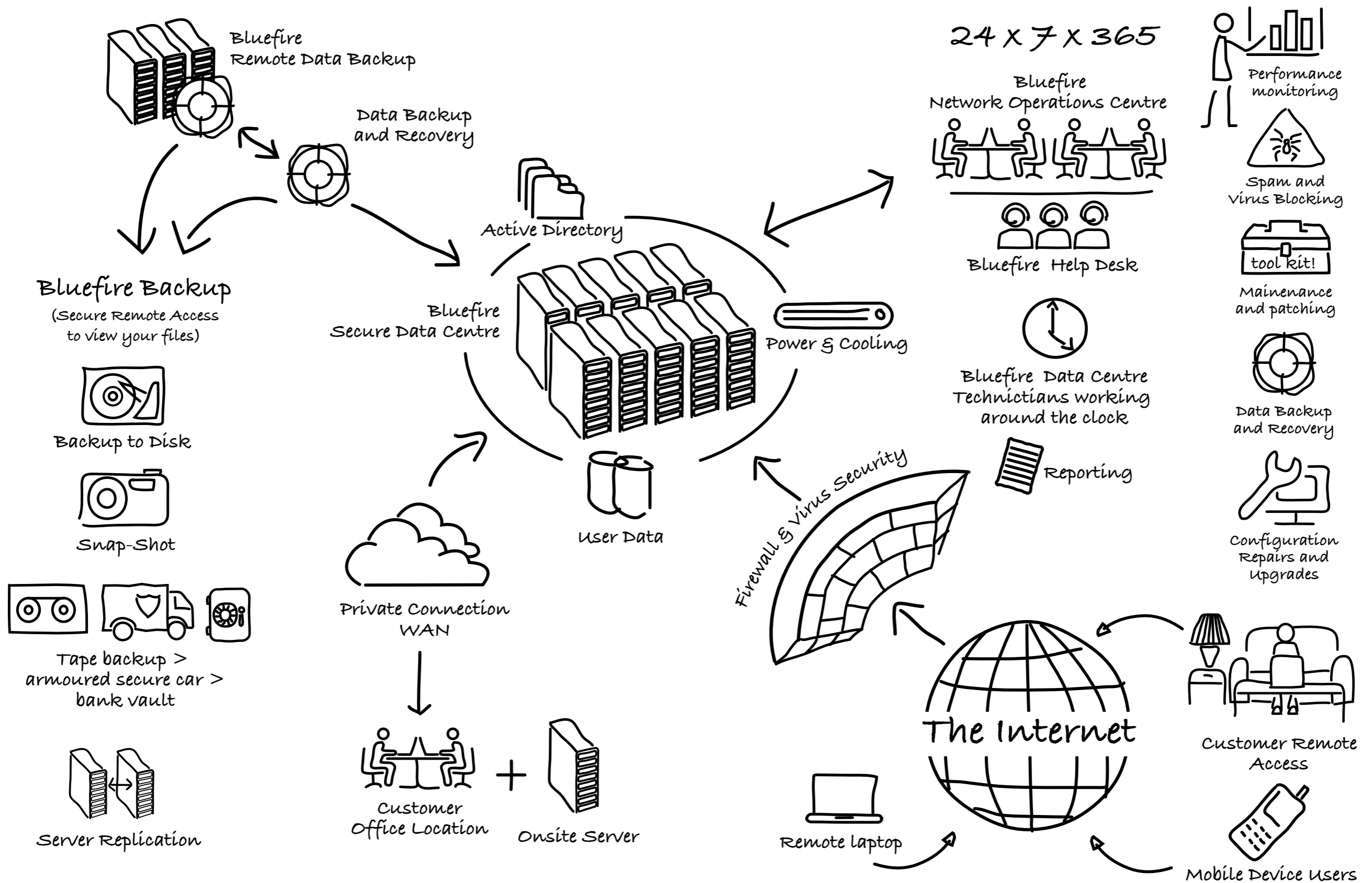
We're running the IT infrastructure of a Fortune 500 company – without the Fortune 500 company. That's where you come in: by tapping into our available pool of technology and skills, you can access just the services that your company requires. You get on with using them, while our team of experts handle the details. Together, we'll build an all-encompassing plan to help your business benefit from the latest technologies, quickly and easily.

"Communication has always been an important part of our business but our greatest challenge was our lack of a remote access system for email, inventories, sales statistics or office communications of any sort. When it was time to develop our network and improve our capability in that area, BlueFire offered us a solution."

Ethan Nyholm, General Manager, STM



Zero Downtime Network



Key Benefits

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| <p>Your desktop, your data – from anywhere</p> | <p>Desktop and laptop computers are great, but they're a pain to manage. Software updates, configuration issues, user error, data backup and hardware maintenance are just a few of the factors keeping desktop running costs much more than the hardware itself.</p> <p>That's why MSA offers the option of either managing your existing desktops, or installing a BlueFire Onsite Server (BOS) at your office. BOS uses rock-solid thin client technology to manage fully functional Windows desktops for all of your users – and these desktops are available from anywhere you can get online.</p> <p>Whether they're in the office or out of it, those employees just log onto a dedicated portal and they can access everything on their desktop – all the applications, all their data, and all your other MSA services – as if they were sitting at their own computer. Meanwhile, desktop management specialists at our 24-hour service desk use industry-leading tools to keep all of your desktops running smoothly.</p> |
| <p>Our security, your peace of mind</p> | <p>In today's increasingly connected business world, security is absolutely critical – but choosing the right technologies and, more importantly, managing them properly requires the skills of a security specialist who knows their way through firewalls, intrusion detection systems, spam and virus filters, and more.</p> <p>Suitable specialists are difficult to come by, and too expensive for all but the largest companies to keep. But we have several, and they have already put in the hard work to make our infrastructure as secure as anything you would find in a major company. They're even experienced with the Banking Grade Security qualification for Information Security.</p> <p>Since your data lives on our secure storage infrastructure, we treat your data with the same care and vigilance we treat our own. That means guaranteed protection of your data and applications, so you can have the peace of mind to get on with more important things.</p> |
| <p>Email: getting the message</p> | <p>Whether you want to give your staff Blackberry handhelds, want email that you can access from anywhere, or just want the benefits of an enterprise-class Microsoft Exchange platform in your office, we can help.</p> <p>We have devoted considerable time and effort to building a robust, reliable and scalable Exchange infrastructure and can easily add new mailboxes for one, ten or 100 users at your company. We'll store and archive emails on your behalf, and access via the Web and Blackberry devices ensures staff can always access messages where and when they're needed.</p> |
| <p>Disaster? No worries</p> | <p>No matter what your business, unexpected downtime means lost productivity – and lost revenues. While electricity is usually restored quickly, a serious natural disaster such as fire or flood can keep your business in limbo for days or weeks.</p> <p>This is one of the biggest benefits of a managed services environment. Our dual data centres are always available and configured with enough redundancy to ensure they are always available. If your office becomes inaccessible for any reason, your employees can still access key applications, email, and all their data from home or anywhere else they can get online. This means your business can recover from disasters faster than ever – saving you otherwise irrecoverable time and money.</p> |

