

Managed Services.

An Overview of Paragon's
Managed Services Platform



PARAGON



Overview.

Paragon Managed Services Platform

As an IT or Business Executive you are more than likely faced with growing demands on your IT department, but not a correspondingly growing budget, or an increase in IT staff to handle those demands. You may be looking for help in different areas whether its 24×7 help desk support, process and tools to manage service levels, and additional IT expertise.

Paragon partners with business and IT executives to fully manage or co-manage many day-to-day IT tasks so you can focus on the strategic IT projects needed to reach your business goals.



We stand out because our results are measurable, with metrics-based reporting. Our service levels define...

- System availability objectives
 - System performance objectives
 - Business hours response-time objectives
 - After hours response-time objectives
- Full SLA management of service incidents
- Service-level driven reporting and escalation
 - Incident tracking, user surveys, problem management
 - Self-service web portal updates to issues
 - Priority-based queuing and escalation
 - Alignment between IT and business processes
 - Single point of contact for all IT issues



Leverage.

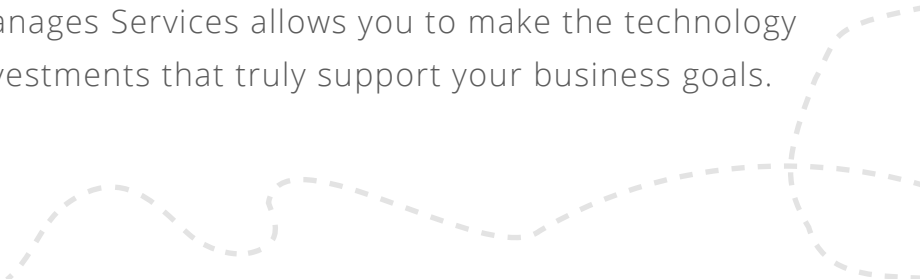
A few ways we can help your business fly.

Paragon leverages industry best ITIL-based practices, tools, and methodologies to manage your IT systems and devices at the highest level of service. We deliver an advanced IT Service Management solution paired with customized Service Level Agreements (SLA's) designed to meet your specific needs. Paragon takes a different approach, serving as a trusted advisor to clients to offer value, innovation, assurance, and integrity in every customer interaction.

Paragon managed services model optimizes IT system performance and reliability while creating a predictable and sustainable IT environment that proves cost effective for our clients.

Why use managed services?

Paragon allows you to reduce the costs of maintaining your existing systems and applications, Paragon Manages Services allows you to make the technology investments that truly support your business goals.



Managed Services

Servers

Switch

Router

Workstation

- Patch Management
- Antivirus
- 24/7 Helpdesk support
- Malware protection
- Email administration
- AD administration

Office 365

Voice/VoIP

Virtual Desk Top

VPN

Access Point

Anti-Virus

SAN

DNS Service

Exchange

Hosted Services

Unlimited Cloud Backup

Hosted Exchange/Outlook

Virtual Servers

Managed Carrier Services

Paragon MPLS/VPLS

Monitoring

Uptime tracking

Disk space

CPU Utilization

Service Monitoring

Access to monitoring console

Email alerts

Anti-virus monitoring

Windows update monitoring

Support

24/7 Support

Chat Support

Phone Support



Benefits.

See why businesses are investing in us.

Gain access to experience and resources you don't have internally - Leverage an experienced IT department without the costs of hiring a team of experts full-time within your organization and trying to keep them certified in all of the latest technology solutions and innovations.

Free existing IT resources to work more strategically and to stay more focused on your core business - Businesses have limited resources, and every manager has limited time and attention. Working with Paragon Managed Service can help your business stay focused on your core business and strategic projects without being distracted by day to day IT support needs.

Increased service levels - Paragon managed services provides greater control of services levels and performance. With service level agreements in place you can be sure of continuity of service and 24X7X365 support.

A La Carte Pricing - We have a very simple pricing model, as there is a fixed price for each type of device you want managed. You pick the devices and the number of devices you have, multiply it by the fixed price and you have your fixed overall investment. All support is covered (besides hardware failure cost) for that device for that price. It's that easy.

Compliance and Security – By outsourcing to Paragon managed services who is familiar with PCI Compliance you can rest assured that your company is minimizing the risks associated with maintaining client data, credit card numbers, sensitive competitive information and more.

Lower Costs - Due to economies of scale, experience and use of standards & best practices, Paragon can often perform functions at a lower cost than most internal IT organizations could.

Predictable costs - Paragon managed services offers the highest quality enterprise and carrier grade solutions to its customers. A fixed monthly payment plan means you know what you are going to get and how much it's going to cost you over the length of the contract.

Converged Services - Multiple managed services (Voice, data and Video) can be provided over a single “converged connection”, resulting in cost savings on infrastructure.

Paragon Private Cloud - Gain access to our Cloud Hosting and Remote Infrastructure Monitoring and Management platform. This significant investment in Enterprise and Carrier grade infrastructure provides you with the latest tools for hosting, managing and monitoring your IT infrastructure.

Reduce risk - Every business investment carries a certain amount of risk. Markets, competition, government regulations, financial conditions, and technologies all change very quickly. Paragon can assume and manage much of this risk for you, with specific industry knowledge, especially security and compliance issues.

Ready to get started?

Call **763.463.3700** to learn more.

