



Managed Support Services

In today's rapidly changing Information Technology (IT) marketplace, it has become essential for companies to effectively manage their most powerful asset, information. ConnectOS Corporation is your external IT department and a Microsoft Certified Partner, assuring you that we have met Microsoft's high standards of technical proficiency necessary to architect, implement and support Microsoft's network systems.

All ConnectOS consultants and on-site team members are Microsoft Certified Systems Engineers (MCSE). Each of our technical services staff is a Microsoft Certified Professional (MCP). Because of our rigorous training and extensive experience, the ConnectOS team can integrate high-end networking technologies such as relational databases and streaming media with your Web solution.

ConnectOS provides varied levels of support to any size business. Whether you require a full outsourced solution with on-call and on-site staffing through our Tier I plan, or 24x7 management of your Internet servers with our Tier IV plan — ConnectOS has a solution for you.

	Tier I	Tier II	Tier III	Tier IV
Assigned MCSE	✓			✓
Assigned MCP		✓	✓	
24x7 support via pager	✓	✓	✓	✓
Hands-on service (hours)	35	20	8	4
Telephone support (hours)	8	4	2	8



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No matter what your company size or what type of networking system you are using, ConnectOS builds solutions that fit your business needs.

For more information on dedicated & co-located hosting services or for a free consultation contact ConnectOS at 425-821-1414 or visit us at <http://www.connectos.com/>.

