



CST Group Inc.

Computer Support & Training

877.954.4100



Proactive VS Reactive IT Management

As your business becomes increasingly dependent on technology, the need for a reliable IT service provider that allows you to focus on your business objectives has become all-important.

With 20 years of experience as an IT service provider, we're qualified to offer a range of proactive IT management and support services for your network, applications and equipment. The scope of services provided usually depends on our customers' needs and can involve simple system upgrades to full IT network management for a pre-established monthly fee. The key element is that our approach is preventive and proactive in nature.

To provide proactive and dependable IT managed services, we rely on remote monitoring and management software and other tools that continually oversees the health and performance of your IT network. If an issue should arise, we provide proactive remediation virtually eliminating the need to disrupt your business activities.

We will also generate regular reports that provide insight into your IT system and detail the business value and services being received. This will help you plan and budget for future IT expenses.

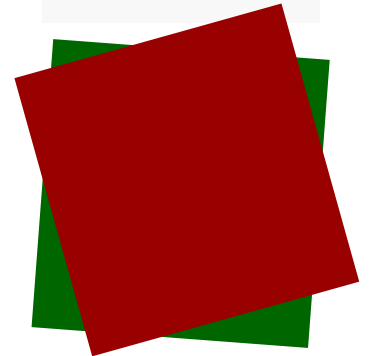
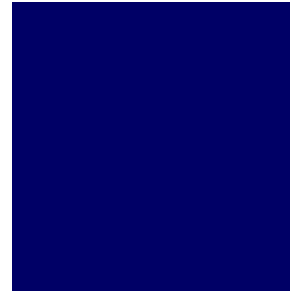


From Reactive to Proactive



Many businesses continue to use the reactive or break-fix IT management approach and handle IT issues as they arise. Below is a comparison of the reactive and proactive approaches. It's easy to see the benefits of being proactive!

REACTIVE IT MANAGEMENT	PROACTIVE IT MANAGEMENT
<ol style="list-style-type: none"> 1. An IT issue is detected. 2. You contact us, your “break-fix” solution provider. 3. Once you reach us, you describe the issue as you understand it. 4. If the issue cannot be resolved via email or phone, we will need to travel to your location. 5. Once at your location, the issue is properly diagnosed. 6. The issue is resolved. 	<ol style="list-style-type: none"> 1. Your network and IT assets are monitored remotely 24/7 by us, your managed services provider. 2. Remote monitoring and management tools alerts to a potential issue or an issue about to occur. 3. A centralized dashboard allows for remote diagnosis and remediation of the issue by a qualified CST technician—without travel time or disruption to your business flow!



You can trust us to deliver the level of managed services your business needs to operate with a stable and secure environment. Our proactive IT management services will eliminate business disruptions and give you peace of mind knowing that your networks are always secure and operational with no surprises or unexpected expenses.



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