



## OUR HISTORY

The VCM product is available in a few different configurations depending on your individual needs. Below are some preconfigured models:

**Base Level:**

- Monitor Network
- Respond to Help Desk Tickets
- Monitor Backups
- Provide Microsoft Patch Management
- Provide Remote Desktop Support
- Monitor Internet Connections
- Monitor Antivirus
- Online Asset Management
- Monday – Friday 9-5
- Additional Support at an hourly rate*

**Level A: Includes Base PLUS:**

- Unlimited Remote Support
- Unlimited Remote Software Installation
- Monday – Friday 9-5
- Additional Support at an hourly rate*

**Level B: Includes Base PLUS**

- Unlimited Remote Support
- Unlimited Remote Software Installation
- Monday – Sunday 8-8

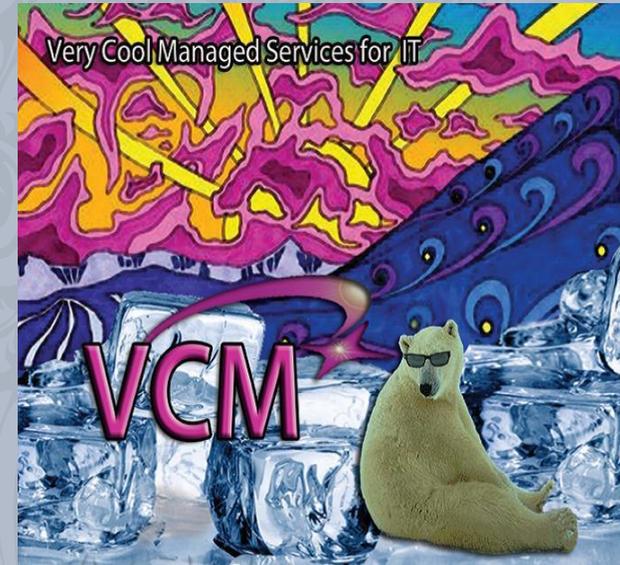
**Level C: Includes Base PLUS**

- Unlimited Remote Support
- Unlimited Remote Software Installation
- Unlimited on-site support
- Microsoft Application Support
- Emergency After hours support

Northstar Network Group has been doing business in Massachusetts and Connecticut since 2000. With over 25 years in the computer industry its principals have worked with hundreds of small businesses to find solutions to their IT problems. From designing networks to PC repair and support.

We offer cloud based backup solutions, managed antivirus and encryption services along with our new VCM managed network Solutions.

**It is business and it is personal.**



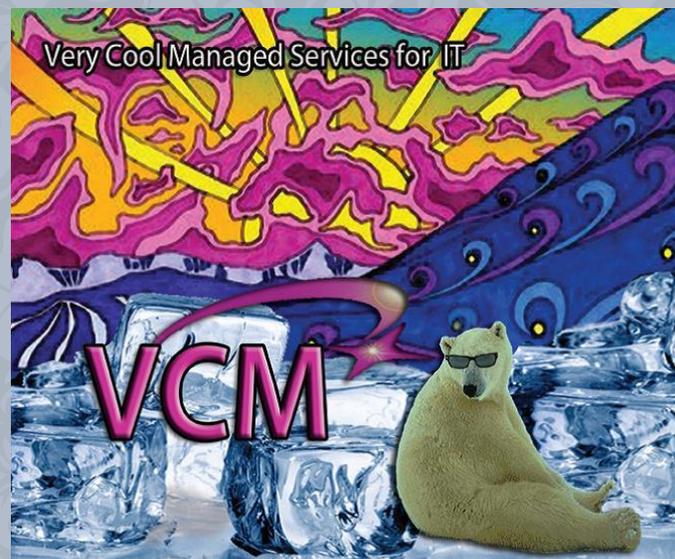
**Northstar Network Group, Inc**

**212 Gamache Drive**

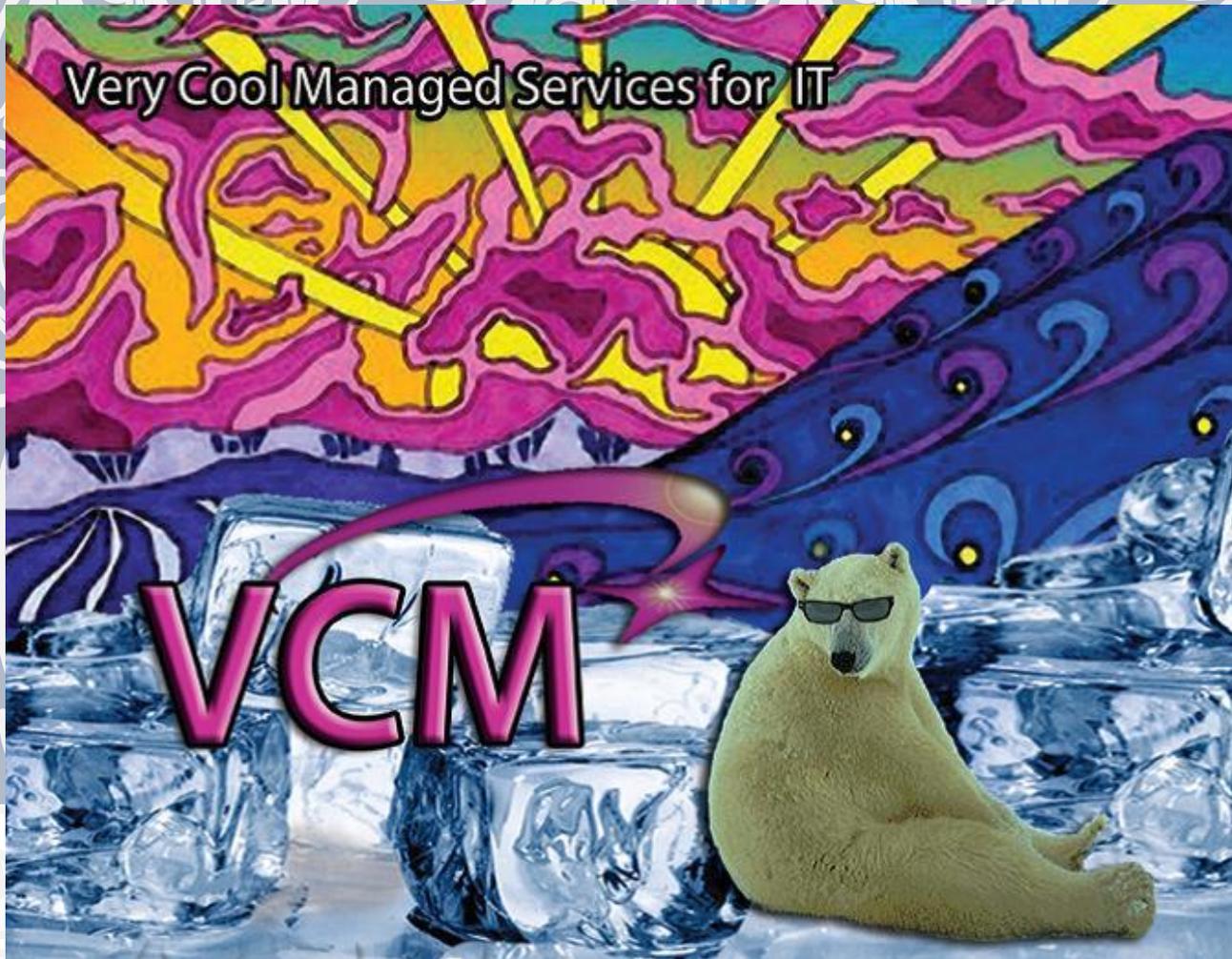
**Ludlow, MA 01056**

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## Very Cool Managed Services for IT



### *IT Troubleshooting and Remote Access*

Our service allows us to remotely access and keep track of each of your computers. With built in alerts we can resolve problems, in most cases without taking control of that computer and interrupting the user from doing their job. Patches and security updates are encrypted and all communications between us, the server and the computer use 256-bit RC4 encryption using a key that rolls every time the server tasks the agent (typically at least once per day). The grid architecture of the enterprise cloud provides complete physical redundancy to eliminate downtime due to hardware failure. In fact, the system is capable of moving live applications across physical devices and with no service interruption. The automated resource balancing provides continuous monitoring and optimization to ensure peak performance.

### *Auditing and Network Inventory*

Good Data means good decision making. With the VCM service we have the tools to run regular audits independent of the computers location or online status. Audits can pinpoint failures by manufacturer and model number of each machine and alert us to any hardware, software or system changes.

Having both software and hardware inventory control right down to the version of each application will prevent unauthorized and rogue software from being installed on your network.

## Will a Managed Service work for you?

**Q** First, what actually is a managed service provider?

**A** We will manage the information technology portion of your business including not only your Pc's but your servers, firewalls, routers and your software applications. Most can be done remotely.

**Q** What is the benefit of working with this approach?

**A** IT automation enables a pro-active approach to improved operations and customer satisfaction. From Software Inventory to Remote Desktop Management, VCM provides the tools, technology and resources that make complete IT automation possible.

**Q** What functions can be performed remotely without technicians in our office?

**A** Network Monitoring, patch management, updates and more using a consistent and integrated automation platform making IT service delivery simple. We can implement a proactive, instead of reactive, service delivery model and systems will run smoother, with less downtime.

**Q** Will I still be able to call for a service technician to be on site?

**A** Automating your network will allow us to save on time, license fees, power consumption and on-site visits in most cases but it won't keep us from being at your location if you need us. VCM services and our new "help desk" are run entirely by Northstar Network Group.