

A circular seal with a serrated edge, containing the text 'BLUE COMMITMENT TO EXCELLENCE' with three stars above and below the word 'COMMITMENT'.

★
BLUE
COMMITMENT
★★★
TO EXCELLENCE

BLUE PROTECT

Blue Technologies

Smart Solutions

COMMITMENT TO EXCELLENCE – EVERY DAY



What BTSS Managed IT Services **can do for you.**

Our approach

Is your reactive approach to maintaining your IT networks costing you in lost productivity, dissatisfied customers and enormous repair costs? Blue Protect is the smart, cost-effective solution.

With Blue Protect installed on your computer fleet, an IT solution is always a simple click away. The Blue Protect icon directs you to a suite of easy, do-it-yourself maintenance tools, as well as our service desk should further support be needed.

That icon also gives you peace of mind that our expert team of certified IT specialists are proactively monitoring your networks for potential threats and failures - often solving issues remotely before they can impact your business's operations.

Mitigation of hidden IT risks, downtime

Computing technology plays a vital role in how you serve, work with and communicate to your clients. But today's IT advantages come with major risks. Failures aren't just an IT problem, but a threat to your entire business process. With Blue Protect, we will:

- Provide regular system monitoring and performance reviews
- Ensure protection of sensitive and restricted information
- Back up critical data from unnecessary loss

Reliable US-based service desk support

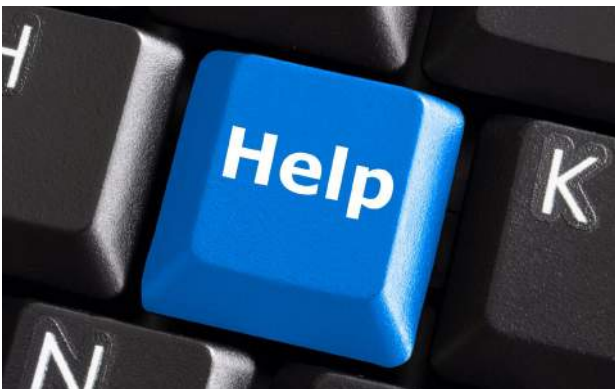
If you do run into an issue on the job, our reliable, well-trained IT service desk is ready and available to quickly address your needs - whether it's a device malfunction, software issue or network problem.

- Live, U.S.-based support available in real time
- 85% of all service requests will be resolved on the first call
- If we can't fix an issue remotely, we'll provide an expert on-site

Blue's Commitment to Excellence guarantee

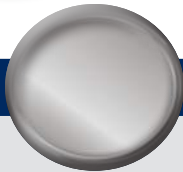
At Blue, we believe a satisfied customer is not loyal – only a completely satisfied customer is loyal. That's why we put our 5-point performance pledge to you in writing. And if we don't meet our service commitment, we'll give you a 10% credit on your next invoice. Our service commitment promises that we will:

- Answer service calls within 90 seconds during business hours
- Begin remotely resolving any server issues within 3 hours, 24/7/365*
- Arrive on site for emergency calls within 6 business hours of service call





You're always covered with **Blue Protect.**



Silver

- System Health Monitoring (Basic)
- Service Desk Support (Basic)
- Anti-Virus Monitoring
- Anti-Malware Monitoring
- Managed Patch Deployment (Operating System)
- Platforms: Microsoft Windows & Apple OSX
- BlueConnect (Basic)



Gold

- System Health Monitoring (Advanced)
- Service Desk Support (Advanced)
- Anti-Virus Monitoring, License & Updates
- Anti-Malware Monitoring, License & Updates
- Managed Patch Deployment (Operating System & Common Applications)
- Platforms: Microsoft Windows & Apple OSX
- Blue Connect (Premium)
- On-Site Support*
- Employee Remote Access
- Backup Monitoring



Platinum

- System Health Monitoring (Advanced)
- Service Desk Support (Advanced)
- Anti-Virus Monitoring, License & Updates
- Anti-Malware Monitoring, License & Updates
- Managed Patch Deployment (Operating System & Common Applications)
- Platforms: Microsoft Windows, Apple OSX, Linux, VMWare & Cloud
- BlueConnect (Premium)
- On-Site Support*
- Employee Remote Access
- Annual IT Strategy Review
- Backup Solutions & Monitoring

* Subject to contract terms and conditions.

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