



IAG ProServ Managed Services

Enterprise IT Management at Small Business Prices.

Is network downtime disrupting your business? Are you concerned about unpredictable IT expenses?

Do you need reliable remote network access and support from an expert help desk team that cares about helping you?

IAG ProServ. It's everything you need to keep your business-critical technology running at peak performance, and all for one monthly fee.

IAG ProServ is IAG's affordable, proactive solution for reliably and securely managing your computer network and workstations. It is a suite of IT services that includes remote network monitoring, system maintenance, unlimited help desk and disaster recovery. And it's provided for a fixed monthly fee so that you can accurately budget your IT expenses.

At the heart of **IAG ProServ** is 24/7 monitoring of your network and its connected devices. Monitoring provides a continual real-time view of your network so that early symptoms of trouble can be identified and remedial steps taken before problems escalate and interrupt work. With **IAG ProServ**, we establish performance thresholds for all your remotely monitored network devices – from servers and routers to workstations and printers. When a threshold is exceeded, alerts are issued to our highly trained technicians, who solve the problem before it disrupts business operations. **IAG ProServ** also includes ongoing remote network maintenance, such as patch management and virus detection, to ensure optimal performance.

An alternative to the traditional, time consuming and expensive break/fix approach to IT support, **IAG ProServ** actively prevents network downtime and other technical problems from occurring in the first place. Instead of reacting to problems after they disrupt business, this proactive approach will improve your IT support infrastructure, reduce your operating costs, and help you achieve strong returns on your technology investments.

Key IAG ProServ Benefits

- Stable and reliable network operations, which eliminates downtime disruptions and improves productivity.
- Confidence and satisfaction that your network is secure and monitored 24 hours a day.
- Fixed monthly fee eliminates the uncertainty of fluctuating support costs.
- Accurately budget IT expenses.
- Frees up capital to spend on growing your business, not fixing it.
- Improved employee morale and efficiency.
- Responsive and expert help desk solves problems quickly.

Learn more about **IAG ProServ** at www.infoadvisory.com
or call us today at 713.624.4242

IAG ProServ Plans and Pricing

All **IAG ProServ** plans include a set of core services, with optional services available to support your unique needs.

IAG ProServ Core Services

- 24/7 monitoring of network operations.
- Standard remote system maintenance, e.g. patch management and virus monitoring.
- Comprehensive monthly reports on the status of the network and connected devices.
- Help desk service during regular business hours.
- Documentation of installed equipment and software.
- Server disaster recovery.

IAG ProServ Options

- Regularly scheduled on-site maintenance visits.
- After hours phone and email support.
- Vendor management services.
- Premium disaster recovery.
- Strategic technology consulting.

IAG ProServ is provided for an affordable, monthly fixed fee. Pricing is based on the size of the network, the number of users, the number of workstations and other network-connected devices, other supported technology (e.g. BlackBerrys), the number of offices, and any **IAG ProServ** options. No hidden charges and no surprises. Just a set monthly fee that lets you accurately budget your IT requirements.

Eliminate downtime disruptions,
reduce your operating costs,
and control your IT budget.

Call about **IAG ProServ** today

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About IAG

IAG is an information technology services firm for small and medium size professional firms and businesses, with special expertise in the IT requirements of lawyers, doctors, and financial services providers.

Our goal is to provide world-class technology solutions, service and support that our clients need on a day-to-day and long-term strategic basis to efficiently and affordably run their organizations. We are committed to providing all of our clients with exceptional customer service, and to do what it takes to fulfill their technology needs and exceed their expectations.

IAG Core Services

- **IAG ProServ** Managed Services.
- Network design, procurement, implementation and support.
- End-user hardware, software and BlackBerry support.
- Network monitoring 24/7.
- Custom programming.
- IT vendor management.
- Email and website hosting.
- Office relocation services.
- Strategic IT consulting.

Founded in 2002 by President Lamar Curtis, the company is based in Houston, Texas and serves clients in Houston and throughout the United States. Dan Smith, Chief Information Officer, joined IAG just days after it was founded, and in 2005, Chief Operating Officer Aaron Harrell joined the executive team. Together Lamar, Dan and Aaron lead a highly skilled and experienced team of engineers and technicians that support IAG's clients with an extraordinary level of customer care.

Client Testimonials

"IAG has continuously provided our firm with top quality service over the last several years. They have been extremely responsive to all of our needs and have improved the stability and reliability of our network. I would highly recommend them for any small business that wants to outsource their IT service and get proactive management and monitoring of their systems."

*Andy Ramzel, Attorney
Rusty Hardin and Associates
Houston, Texas*

"IAG manages all of our systems, soup to nuts. We come to the office every morning and our systems are always running. They know when there is an issue before we do. IAG has a knack for dealing with service requests in minutes. We rely heavily on their expertise to guide us on how to plan our firm's technology today and for the future."

*Barry M. Papa, Chief Operating Officer
FCA Corporation Financial Services
Houston, Texas*