<u>Coastal Computers & Networks Launches Computer and Network System Maintenance Programs for Small Companies and Clinics with a Free Assessment</u>

While it's common for small companies and clinics to do their own computer and network support much of the time, the work is done by people whose work focuses on other things. And, even if they have some support, when is the last time there was a fresh look?

Because computer systems tend to be fairly reliable, the computers and network issues get put on the back burner. Key data and knowledge may never be recorded or can't be found when time is of the essence. Repairs of key system elements are approached on an ad hoc basis.

What's ideal for small companies is to have their own "Information Technology Staff" who would be not only knowledgeable about such things in general but also be knowledgeable about the company's own computers, network and applications - and, have the company's specific information at their fingertips.

- If the critical internet connection fails, what's the problem and how quickly can it be brought back into operation? If warranted, what is the fallback system?

- What critical equipment can be replaced with a phone call? Is it "ready on the shelf" or just what is the plan for recovery?

- Has important data been identified and is it being reliably backed up. When's the last time both were checked? Are the backups monitored daily, or every few days at least, for success? Is data recovery regularly tested?

- Do the computers and the system meet standards for data protection and protection against malicious attacks? Does the system need to meet HIPAA requirements and does it?

- Are the computers regularly scanned for malicious or detrimental programs that should be removed and are they being removed?

- Is there a central repository for login information for computers, email and network services? How easily can you find a password for a service that was saved by a helpful program and then lost when the computer was replaced or some similar change occurred?

- When computers seem to run slowly, who does the staff turn to for help?

- Would your company be better off by having a "shadow IT Staff" that has all these things covered for you and knows your system inside and out?

For a small monthly fee, we can fill that role for you as we are for other companies. We don't have a sales force nor are we much interested in approaching prospective customers with a sales pitch. In fact, we developed tailored maintenance programs for our current customers because they asked us to do it.

Our objective is to take on the burden of computer and network maintenance for you and to be available to quickly solve problems based on our knowledge of your systems. Our job is to solve problems and to assure that things run smoothly – that problems are anticipated.

Without charge, we offer a computer and network survey which will provide a number of things:
- a functional inventory of your current systems
- an operational needs assessment based on your inputs
- a plan for how the system will be repaired when failures occur
- installation of remote support for immediate response
- a tailored proposal for providing you with ongoing computer and network support

Take the opportunity of this offer to get acquainted and gain confidence in our ability to help you.
Call: (360) 642-2073 or (503) 791-5773