

# DATA APPLICATIONS CORPORATION

## TECHNOLOGY AS A SERVICE

### MENU OF SERVICES

PROGRAM	FEATURES	TECHservis <sup>sm</sup>	PROservis <sup>sm</sup>	GEMservis <sup>sm</sup>
<b>DACtrac<sup>sm</sup></b> Monitoring/Management	24 x 7 x 365	✓	✓	✓
	Servers, workstations, printers, network equipment	✓	✓	✓
Customer Care Center / Help Desk	Unlimited remote access, control, resolution	✓	✓	✓
	Normal Business Hours	✓	✓	✓
	Extended Hours			✓
	24 x 7 x 365			✓
Responsive On Site Support	Normal Business Hours	4 Hrs. / mo.	8 Hrs. / mo.	Unlimited
	Extended and After Hours	N/A	N/A	Unlimited
SLA	Response	NBD	8 hours	4 hours
Data Back Up	Local / Remote	✓	✓	✓
End Point Security	Virus / Malware Protection	✓	✓	✓
	Patch Management / Distribution	✓	✓	✓
	Monitoring / Management	✓	✓	✓
	Vulnerability Scanning / Testing			✓
	Risk Assessment / Penetration Testing			✓
	Policy Compliance			✓
E-mail Services	E-mail Filtering	✓	✓	✓
	Exchange Monitoring / Management			✓
	Hosted Exchange / SharePoint (Mailboxes)			50
Asset Management	Hardware/software inventory	✓	✓	✓
	License compliance	✓	✓	✓
Network / System IMAC	Install, Moves, Adds, Changes	N/A	N/A	✓
Vendor Management	Technology / Telephony / Security	N/A	Up to 5	Unlimited
Reporting	IT Health Review	Quarterly	Monthly	Monthly
Strategic Planning	Disaster Recovery Plan			✓
	Hardware / Software Refresh Plan			✓
	1 and 3-year Technology Plan			✓

**CALL 972 250-0973**

**FOR A NO FEE**

**NETWORK & INFRASTRUCTURE**

**EVALUATION & ASSESSMENT**



# DATA APPLICATIONS CORPORATION

SINCE 1967

972 250-0973 or 817 284-1727

Dallas/Fort Worth

[www.data-app.com](http://www.data-app.com)



*However complex your IT system, DAC makes it look simple!*

## Need an IT department but can't afford one?

### DAC<sup>SM</sup>trac

The cornerstone of our service plans. A network operation center that monitors & manages your IT & security network – infrastructure 24X7. The result: IT management you need, when you need it.

DAC<sup>SM</sup>trac is IT

## Do you know what you want when it comes to your technology?

### GEM<sup>SM</sup>servis

**G**overnment, **E**ducation, **M**edical

GEM<sup>SM</sup>servis provides IT

REMOTE MONITORING

MICROSOFT OFFICE EMR/PM

SOFTWARE & IMPLEMENTATION TEAM

BUSINESS CONTINUITY-DISASTER RECOVERY

DATA-SECURITY-END POINT SECURITY

STRATEGIC PLANNING

CUSTOMER CARE/HELP DESK

ON & OFF-SITE TECH SUPPORT

SLA'S/REPORTING

E-MAIL SERVICE/ARCHIVING

VENDOR-ASSET MANAGEMENT