



Prime Assist Program

A Helping Hand

As an IT Administrator, you know your network better than anybody else. Your job is stressful, hectic and challenging. Although you are doing a great job managing your organization's day-to-day IT operations, you seem to be spending more and more of your time fighting fires rather than working on more important, higher-valued projects. At the end of the day, are you thinking: "There must be a better way to managed all of this"?

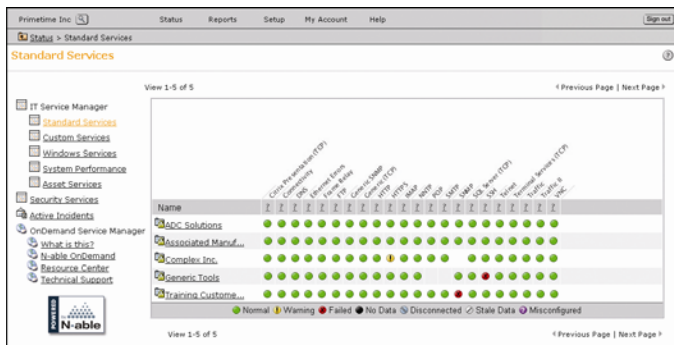
Of course there is! With **ECMSI's Prime Assist program**, we can bring structure to your day and instill a sense of calm within your IT Department. Through access to our award-winning availability and performance monitoring solution, you will continually have an 'eye' into the health and inner-workings of your own network. Instead of fighting fires, you will be able to predict and prevent most of your network issues. And when network problems do arise, you will be able to pinpoint the root cause of the problem and begin remediation almost immediately. If required, you will also have priority access to supplemental service support from our team of experienced, highly specialized engineers and technologists. All of this for a fraction of the cost of hiring an additional resource!

Services Provided:

- Admin access to **ECMSI's** monitoring, notifications and report-generation solution
- Availability, performance and predictive failure monitoring
- Collaborative notification profiles
- As needed access to supplemental support resources:
 - Security
 - Networking
 - Server support
 - Storage & data management
 - Application support
 - After hours and weekend emergency support

Benefits

- Dramatically improved efficiency of your MIS group without additional headcount
- A window into your network that provides immediate incident detection through automatically-generated notifications & alerts
- Increased incident avoidance
- Comprehensive trending reports and analysis to help rationalize current and future IT expenditures
- Cost effective access to specialized skills, should you require them



Mahoning Valley Hospital first contracted out networking services from Executive Computer Management Solutions, Inc. (ECMSI) in November 2003 and remains a very satisfied customer. Knowledgeable, professional, reliable, innovative, cost effective, prompt, and service friendly, are all the words that describe the service provided to the hospital by ECMSI. The planning, installation, and troubleshooting expertise of the ECMSI staff are second to none.

Mahoning Valley Hospital highly recommends ECMSI to businesses of all sizes. Thanks for all that you do! Michael Senchak - CEO

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