



DSM COMPUTING SOLUTIONS INC.

We Take Care Of Your IT ... You Take Care Of Your Business

SITE MANAGEMENT SOLUTIONS

We Are Your IT Department

**WHEN SMALL
BUSINESSES NEED TO RUN
LIKE BIG BUSINESSES...**

THEY CHOOSE DSM

- Proactive service and support to keep your system operational.
- We are on call to provide complete service and support to help you 24 hours a day, 7 days a week.
- Highly cost effective solutions tailored to meet your needs for on-going computer system support.
- Help desk, remote access service and live real-time monitoring deliver immediate relief for system issues.
- A dedicated DSM technician and a backup technician know your system and takes care of you.
- Ad-hoc and emergency service to make sure you are taken care of.
- Powerful tools that analyze your system and provide real time information to the DSM Network Operations Centre before you experience system interruptions.

HELP IS HERE FOR YOU

When DSM manages your companies computing system, you have access to high level technical support just like big corporations have to run their businesses.

A full spectrum of products and services ensure that your covered at all times if you have 5 computers or hundreds of workstations you need to take care of.

- We watch your system and make sure it is up and running 24 hours a day 7 days a week.
- System monitoring that alerts our Network Operations Centre technicians of any potential system issues day or night before you experience technical problems with your system.
- A combination of onsite, help desk and remote service to make sure all aspects of service and support are provided to keep your system up and running.
- Eliminate frustrating finger pointing and other support burdens while DSM takes responsibility for all aspects of your system and the different vendors involved.
- We add value to your business since we focus on your computing system technology while you focus on your business.



**345 Wilson Ave.
Toronto, Ontario
Canada M3H 5W1
Tel 877-888-9808
Fax 416-398-7899**

Call DSM @ (416)398-7855 or Email: info@dsm-corp.com for more information

Service & Support That Never Sleeps

CAN YOU AFFORD NOT TO HAVE DSM MANAGE YOUR SYSTEM

Check out what DSM will provide for your company with our Site Management Solutions. We design our Site Management to fit your specific system and business requirements so you get a service and support solution that works for you. Our flexibility and desire to fit into your business make working with DSM easy and cost effective.

- **Dedicated Technician** - DSM will provide a dedicated technician that will maintain familiarity and understanding of your computing system as well as your business requirements.
- **Dedicated Backup Technician** - In the event that your dedicated technician is not available and you require service, a backup technician will fill in who also understands your specific system configuration and business requirements.
- **Priority Service** - As a contract holder with DSM, your service requirements are a priority for our team where we ensure that your needs are addressed immediately.
- **Dedicated Pro-Active Site Visits** - As part of our contract, we will attend onsite at your office on a pre-scheduled basis to perform pro-active service on the system that prevents potential costly problems and system down time.
- **Ad-Hoc Service** - When you have a system issue that needs service and support that we cannot fix remotely with our Network Operations Centre Help Desk, DSM will dispatch your technician to come on site to take care of you. With the depth of the DSM service team, we are always available to deal with any unexpected service issues you encounter.
- **Emergency Service** - We work hard to prevent it but it can happen that your system needs immediate attention to keep your users working. We know all too well that having your system down or even things like Internet access and printing can severely cripple your business. DSM has a strong commitment to providing our clients under contract with full emergency service and support in the event that these issues arise to keep your business running.
- **DSM 24 / 7 Remote Monitoring & Management Alert System** - One of the most significant elements of the DSM Site Management Service regime is our proprietary and highly sophisticated Remote Monitoring & Management System. Our "automated technician" is on site at your office 24 hours per day, 7 days per week checking and watching your systems operation and performance right down to the circuit board level. This system alerts our technical team of any potential or actual issues with your system in real time, day or night.
- **Network Operations Centre** - Housed in the DSM offices, our Network Operations Centre is the heart of technology service and support for our business. Help Desk, system monitoring, and remote access services are made available to provide you with instant support when you need it. The sophisticated monitoring system we use to support your computing environment is sending us crucial heart beats of your systems status each minute so we know exactly what your system status is to support you.
- **DSM Help Desk Service** - Between the hours of 8am and 6pm, qualified technicians on our Help Desk within our Network Operations Centre are standing by to provide you with service and support. In the event that you experience any type of issue with your system, a phone call to the Network Operations Centre Help Desk will ensure you are taken care of.



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Look No Further

- **24 / 7 After Hours Service** - DSM recognizes that many of our clients businesses function after traditional business hours of 9:00am to 5:00pm. Many of our valued clients are operational evenings, weekends and even on a 24 hour per day 7 day per week basis. DSM has complete after hours service that provides our full complement of live service and support any time of day or night. In addition, our amazing monitoring and management system never sleeps and works 24 hours per day, 7 days per week to ensure your system also does.
- **DSM Remote Support Services** - Deployed from our Network Operations Centre, our Help Desk team can provide complete remote service and support to your system. For your crucial file server system that runs your network and provides computing for all your staff or an individuals computer or even a specific device on your network system, our remote service and support will provide instant solutions when possible.
- **Loaner Equipment** - When you have an issue with a hardware item that is crucial to the operation of your network system and effects your business operations, DSM may be able to provide loaner equipment while your equipment is serviced, exchanged or repaired.
- **Equipment Asset Management** - A strong component of our Site Management Solution is an automated equipment management system. This provides accounting for each hardware item in your operation that is connected to your network system. Current information for accounting and insurance purposes as well as budgeting and planning for equipment upgrades and additions is now easily available in real time.
- **Preferred Service Pricing** - Service pricing for our Site Management clients is significantly reduced from our standard service rates. Our contract customers not only benefit from preferred service and a stronger complement of service and support, but greater value in the lower cost for the services DSM provides.



We Manage Your Computer System While You Manage Your Business

- **Complete service and support for your IT needs**
- **A dedicated technician that knows your system and needs**
- **Pro-active and Re-active on-site service visits**
- **Effective help desk support when you need it**
- **Remote service to deal with issues immediately**
- **24 hour—7 day a week service and support**
- **24 hour—7 day a week on-site environment monitoring**
- **Priority & emergency response service**



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