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Determined to serve our clients better!

This is the inaugural issue of our newsletter. A publication that we hope will be both informative to you and an instrument of focus for us.

We will be attempting to provide you with ideas and information that will help you take advantage of the technologies available today, as well as alerting you to what the future holds.

A source of focus for us? Simply stated, the newsletter gives us another opportunity to stop and consider on a regular basis information services from the perspective of our customers. It is all too easy to fall into a reactive frame of mind, direct-

ing your focus to resolving day to day problems and addressing the things that your clients request. As important as these things are, we consider ourselves part of your company's team. As a member of your team it is our job to be proactive in providing additional functionality, stability and productivity to your office systems and processes to give you an edge in an increasingly competitive market.



THINK SECURITY!

Our Disaster Recovery Plan Goes Something Like This...



This is just WRONG.. and it's our job to help you resolve it!

"Passwords are like bubble gum: Strongest when fresh. Should be used by an individual, not a group. If left laying around, will create a sticky mess."

Special points of interest: (Back Page)

- New members of the Advanced Systems Team
- New offerings and services
- New Offices

Needs Assessment

If you want your information systems to provide the functionality needed to run your business successfully, you need a plan. The plan starts by knowing exactly where you are, determining where you need to be, and what steps need to be taken to get you there.

Some of the benefits derived from this process are a detailed understanding of where your information systems stand currently, a prioritized list of areas that need improvement, and solutions based on a needs questionnaire that you provide to help us understand what you

want and expect from your system. We will be covering this in more depth in coming issues.

Managed Services



“Take advantage of the benefits provided by comprehensive IT services and support.”

As computers, networks and applications become more sophisticated, it is becoming difficult to handle the IT tasks necessary to keep everything running. Viruses, adware, spyware and spam are becoming more pervasive and sap the time and resources that should be spent on the important tasks of running your business.

Managed Services allows us to be your IT department in a comprehensive way. It allows

us to provide real-time monitoring, performance reporting, remote access troubleshooting and problem resolution, regularly scheduled maintenance such as critical patch applications... the list goes on and on.

Our staff receives real-time alerts notifying us of such things as failed backups, missing patches at the individual workstation level, low disk space thresholds being reached and outdated virus definitions

being used.

In future issues we will use this space to highlight the advantages you'll receive by utilizing this technology.

We will be offering several different levels of support to meet both the needs and budgets of our customers.

Let us know what else we can do to help you determine how you can put this process to work for you.

Security

“IT Security has become so important that we are now placing a greater emphasis on this aspect of your systems.”

Security represents an integral part of your overall IT infrastructure strategy. To help us meet that need, we are developing a complete security assessment program.

Some examples of what we look at in this assessment are virus protection, adware and spyware protection, intruder

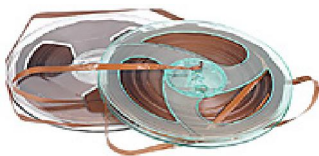
detection, network firewalls, password policies, data access, and remote user access methods to name just a few.

IT Security has become so important that we are now placing a greater emphasis on this aspect of your systems.

We will be sending out information to our existing custom-

ers explaining the security assessment in more detail. If you are not an existing customer but would like information regarding our services please contact us. We look forward to helping you meet your company's challenges.

Backup and Disaster Recovery



Make like a Boy Scout... be prepared !

Due to the mission critical nature of your company's network and application data, it is crucial to insure there is a comprehensive and verifiable recovery plan in place. Whether you simply need to restore a corrupted or deleted file, replace incorrectly entered accounting data, or deal with a

major system crash, your recovery plan better be able to deal with it!

Fortunately there are solutions to these problems that are cost effective, reliable, and easy to implement.

An audit of your backup and disaster recovery plan will de-

termine whether it is sufficient to handle the issues that may arise or if there are procedures or additional solutions that should be implemented or considered.

Please contact us if you have questions or concerns.

Network Performance

There are many things that we depend on now from our information system. E-mail, accounting applications, word processing and spreadsheet applications, printing, internet access and the list is expanding.

All of these functions are dependent on your network. It is the foundation that the information system is built on. If there are problems with your network it can cause problems with everything else.

We are continuing to expand

the products and services that we provide to our clients for all of their information systems needs, but we always maintain a strong focus on the network infrastructure to insure stability and reliability.

The comprehensive needs assessment process we have put in place reflects this emphasis on your core network.

As you find it necessary to add functionality, it is important that your core network keeps pace so that it is capable of

supporting it.

We are part of your team, and as such, we will continue to provide you with sound advice regarding your company's systems. Network stability, no matter how obvious it sounds, is not your focus. Adding functionality for the success of your business is.

We're here to help you achieve both what you want, and what you need.



"A building is only as good as it's foundation, and your network is the foundation of your information system."

Voice and Cabling

We have always offered solutions for our clients voice and data cabling needs, but do you know we also offer phone systems as well? We offer complete and comprehensive voice and data solutions.

The options available now are numerous. We will select certain things to discuss in future issues, but if you would

like us to review with you the functionality now available just give us a call.

The options available to you have both increased and become more complicated. We can provide our clients integrated and seamless solutions to their communication needs.

We will be including informa-

tion related to the many options now available in future issues.

If you have any questions or immediate communications or voice system needs please contact us. We would appreciate the opportunity to turn your problems into opportunities.

"You already know the challenges of outgrowing your business phone system. Now more than ever, you need someone to match you with a system that's powerful, scalable, and cost effective."

Document Management

Electronic document management has been around for a long time, but many companies have not been able to take advantage of the benefits for numerous reasons.

We offer an array of solutions in the area of document management to help bring these

benefits to our customers.

Due to both the familiarity with our clients needs and processes as well as our involvement in the IT industry, we are well positioned to make the implementation of document management an easier process for your company.

We would be happy to discuss the "Myths" as well as the benefits with you.

Myth 1: "The paperless office concept has been around for over twenty years and is still not any more realistic today than it was twenty years ago."



"Staff productivity is increased due to the time saved in searching for documents stored."



“Let them know you’re there, your competitors do !”

Web Services

There is an increasing need for our customers to take advantage of the many benefits of having a presence on the internet. The first and foremost benefit, and one which is an absolute necessity for any form of success, is recognition. People need to know who you are, what you offer, and where you are located. They will also want

to know where your focus lies. Is it in quality, volume, price, sales, service, ethics, convenience? What are your credentials, certifications, endorsements, affiliations, training, or qualifications? The more people know about you, the more likely they are to want what you have to offer.



Data Center Services

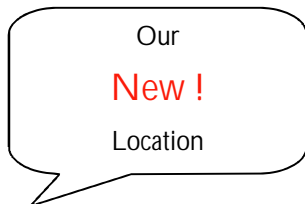


We offer a wide array of data center services including co-location, remote backup, Web and FTP hosting, disaster re-

covery and e-mail hosting. In future issues we will discuss the specifics of individual solutions utilizing these services.

Please let us know if you would like additional information to determine if you should take advantage of these services.

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New Offerings and Services

- Comprehensive Needs Assessment
- Managed Services
- Co-Location (Data Center Services)
- Remote Backup

We’re on the Web!
www.advsysinc.net

Success through teamwork !

New Additions to Our Team

We would like to take a moment to introduce you to two of our new team members at Advanced Systems.

Patti Harper is our new controller and office manager. We are very excited to have her on our team. Patti’s responsibilities also include operations, management of support staff and customer service. Her contributions will help us provide our clients with the highest quality support.

Jason Sell is our new systems engineer and the latest addition to our technical support team. Jason’s training and experience will help us increase the quality of support we provide and decrease response time.

