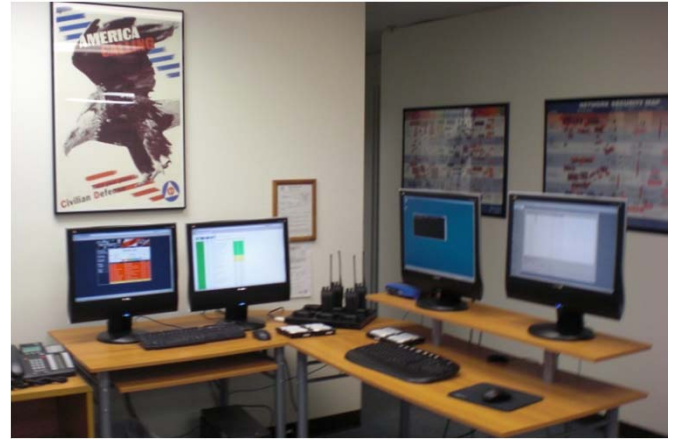


Infrastructure Services

Whether you have one computer or hundreds on a complex network we have full services solutions that can meet your needs and save you money.

On-Site Services

Comprehensive one-stop support and accountability for your entire multi-vendor network, branch office, remote and home office support requirements - anytime, anywhere. We manage the swaps and spares, multi-device provisioning and coordinate vendors, supplies, parts and resources to provide you with faster time to business value and cost optimization.



Disaster Recovery and Backups

Our Network Operation Center (NOC) remotely configures and controls all backups for your entire system. We work with leading vendors to provide you the most comprehensive solutions in the business. We also provide remote off-site storage of your data on a weekly or monthly basis to ensure data integrity in a disaster. We provide off-site facility stand up, in the case of disaster we bring your network and systems live at a remote site of your choice or at our location in Midland.

Remote Monitoring Services

From our Network Operation Center (NOC) in Midland, MI we remotely manage your services from Mail Servers to Linux or Unix servers. Our NOC is fully staffed by our professionally trained support staff and can manage, provide updates to systems and provide user support through remote desktop control services.

Communications & Internet

We offer complete solutions from turnkey installations for Cable Modem Internet services to T-1 Voice and Data support lines. We provide complete integration into your existing network and phone system. Our industry partners have the best service offerings in communications bringing you a secure stable Internet service.

Prepaid Services

The prepaid services offering allows you to buy blocks of IT Service time. By purchasing the IT service time in prepaid hours you are given a discount that relates to the amount of hours you buy and secured for our support plan giving you a two hour response time guaranteed.

Desktop Services

Support for end-users from desktops to laptops and PDAs, FS4 USA offers robust solutions for end-user productivity, desktop solutions, as well as deployment and disaster recovery services.

End-user Productivity Services

End-user Productivity Services provide a cost-effective way to provide your employees a customizable blend of technology choice and support, spanning from PC to mobility to communications technologies anytime and anywhere. We provide your organization with the ability to offer your business users more options and service flexibility for provisioning, managing and supporting end-user computing technology within an IT governance framework. With greater choice and 24x7 support, your end-users gain tangible productivity gains.

Desktop Lifecycle Management

Desktop Lifecycle Management offers managed solutions for the complete lifecycle associated with the management, security and administration of your end-user endpoints and devices including desktop technologies such as PCs, laptops, and peripherals, as well as mobile devices, including PDAs and notebooks (e.g., PCs, laptops, PDAs, mobile phones). Our life-cycle approach promotes ITIL-based standardization and automation and resolution optimization delivery as applied to fulfillment, management and support. Desktop operating system updates and application updates are performed on a regular basis.



- Desktop Support
- Onsite, Phone, eMail, Chat Support
- Secure Remote Access
- VPN or IPSEC Setup and Support
- Antivirus, Spyware, and Patch Mgmt
- Software License Assistance
- Application Support

...more



OEM Hardware
Midmarket Solution Provider



To learn more, call 989-837-2099 or visit www.FS4USA.com