



## Network and Support Solutions

### The Five 9's:

Every business wants to incur as little downtime with their network systems as possible. The measure of this time is referred to as the five nine's or to put it another way, to have your network up and running 99.999% of the time. When you have network downtime, your business is losing money. Productivity suffers and your reputation can be damaged. Directly or indirectly, a system outage can cause a loss of sales for your business. Every business strives to have the five nines and choosing a network support company is crucial in achieving this goal.

Cypress Systems Inc. offers a full range of network support services at competitive prices and flexible service hours. Our certified network engineers are skilled in a multitude of disciplines allowing Cypress Systems, Inc. to support a wide range of technologies and software systems. Cypress Systems, Inc. supports all major network platforms including Microsoft Windows, Novell Netware, UNIX, Mac OS X, and Linux.

### Availability and Responsiveness

Cypress Systems, Inc. understands that having your network down can be extremely stressful to both your staff and your clientele. Cypress Systems, Inc. employees a fully staffed help desk available to work with you and your staff to get your business back up and running in as short a time frame as possible. Our certified help desk engineers can resolve most issues remotely without the need to ever have an on-site visit. In the event a systems issue can not be resolved remotely our help desk will dispatch an engineer to further examine and resolve the problem.

With our automated GPS and support dispatching systems we determine which of our engineers is in the closest proximity to your facility and dispatch accordingly. These capabilities allow Cypress Systems, Inc. to restore your

network to operational status and allow your business to be functioning in the shortest time possible. Full escalation procedures are available and strictly adhered to thereby swiftly resolving any problem situation.



### Flexibility to Suit Your Business

It's a financial reality that unless you're a larger company, the luxury of having a dedicated information services department is typically not viable. Your company may only require occasional network support on a monthly basis. Cypress Systems, Inc. offers a variety of network support plans available to meet your support needs. We have fixed time plans that allow clients to purchase network support in blocks of hours at reduced labor rates. Our network support solutions start from an entry level network support package to fully dedicated network support plans which include 24 x 7 x 365 on site network support and maintenance. So whether you're a small or large business, Cypress Systems, Inc. is ready to serve all of you networking support needs.

