



Expert support from a recognized national leader in access, systems and network infrastructure, VoIP, and security design, deployment, and consulting.

With Aware360<sup>SM</sup> remote support from MTM Technologies, your IT staff gains access to our technologies and certified experts, creating a virtual network of technical talent at all levels. MTM Technologies' remote support team is a virtual extension of your staff. And we help you consolidate all your support programs under one easily-managed contract that supports all of your infrastructure needs.



An inside look at MTM's state of the art 24x7x365 Network Operations Center in Wilmington, DE.

More than 700 corporations trust MTM Technologies to provide top-tier remote support for a wide range of technologies, which include:

**Microsoft®**

- Windows Server
- Exchange Server
- SQL Server
- ISA Server
- Server Cluster Support
- Active Directory Support

**Citrix® Systems**

- Citrix Presentation Server
- XenApp Server
- Web Interface
- Secure Gateway
- XenServer
- XenDesktop
- Provisioning Server
- NetScaler
- Access Gateway Enterprise
- EdgeSight

**Cisco®**

- Routing and Switching
- VoIP
- Security
- Wireless

**Open Text®**

- Integration Server
- RightFax Server

**■ Broad and Deep Expertise**

Level 3, consultant-class staff, all with design, installation, and troubleshooting experience. Credentials include certifications from Citrix®, Cisco®, Microsoft®, Captaris®, RSA Security®, and many other vendors representing complex technologies.

**■ Help when you need it, where you need it**

Efficient access to 7x24x365 access to certified consultants with a one-hour response time available.

**■ Secure, Web-enabled delivery**

MTM Technologies' remote support team gives you easy access to the best remote-access tools, featuring secure, encrypted, client-controlled sessions. We customize our access strategy to meet your internal security policy. Incident initiation and tracking is handled through an exclusive, secure client portal.

**■ Cost-effective support**

Customer-driven service delivered through a fixed-cost, unlimited-use program ensures an exceptional value, protects your IT budget from unplanned support expenses, and helps mitigate costly systems outages.

**■ On-site options**

Need on-site support? We'll be there. Unlike most telephone support services, on-site services are available as necessary to resolve issues critical to your operations.

Technology

