



Technology Services for your Business

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The Castema Vision

I started Castema in 2002 with a vision of providing businesses with information technology (IT) advantages previously only available to larger and higher budget organizations.

Managed IT is central to this vision. We work to minimize computer issues in your business and maximize the performance and stability of your network, for a fraction of the cost of a full-time IT staff.

We align our goals and financial well-being with yours. By implementing "the Castema way" of managing your network, we solve problems while they're small, sometimes before you even notice them. The goal is to save you and us from costly outages, and to reduce your risk of lost business or lost data.

You are freed up to focus on your business while we take care of the technology infrastructure that you rely on. Our people are passionate and dedicated, our technology tools are state-of-the-art, and our processes are built around constantly improving the level of service that we deliver to our clients.

We appreciate you giving us the opportunity to earn your trust and serve your business.



- Dan Bremner
President

Castema Technology Services

"Support for
technology AND
your business"



Everything a business needs

Castema provides services that adapt to your business's needs and with a **strong focus on being responsive and providing excellent support** for all aspects of your business.

Our Managed IT packages cater to **businesses that recognize IT as a strategic investment**. They are designed to streamline the cost of managing an IT infrastructure without sacrificing **expectations of excellence and innovation** from your IT provider.

"Services that adapt to your business's needs"

An overview of our service packages:

	Managed IT Fully Managed	Managed IT Integrated	Network Infrastructure Management	Managed Backup Solution
Network Infrastructure Management	YES	YES	YES	-
Managed Backup Solution	YES	YES	-	YES
Managed Security	YES	YES	-	-
Solutions Design	YES	YES	-	-
Proactive Monitoring and Maintenance	YES	YES	-	-
Server and Cloud Support	YES	YES	-	-
End-User Support	YES	-	-	-
The Castema Vision	YES	YES	YES	YES

Your business. Your Castema.

We think of ourselves as an extension of your own team. Choosing us as your IT service provider is one of the best decisions you will make for your business. **Our services are crafted based on industry standards, our own experience, and the unique needs of your business.**

We firmly believe that **great technology** mixed with **incredible service** will increase **your company's chance to succeed**. Our service team constantly works to align your entire technology solution with your vision.



Managed IT - Fully Managed

Everything a Business Needs

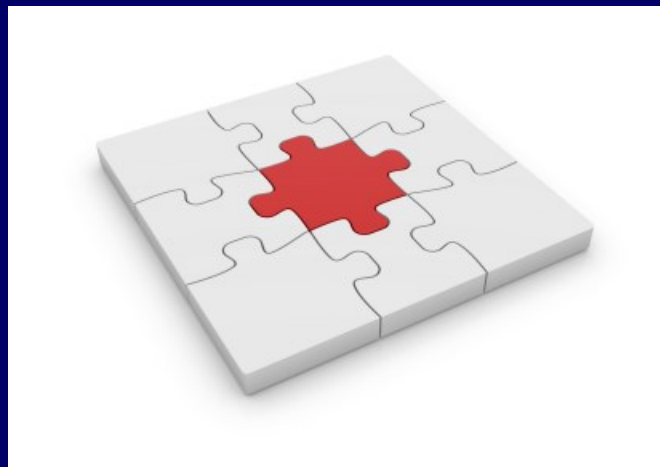
Imagine life without IT worries.

The MIT Fully Managed Package covers everything needed to keep your systems fully operational. Our people are passionate about making it work right, and giving you the best experience possible. You can focus your business while we make sure your IT **"Just works"**.

Unlimited Support. And More...

Whatever it takes to keep your systems operational, whether remotely or onsite, our MIT Fully Managed Package includes it. Even more, we take care of your systems the way we take care of our own. A few of the included features of our program:

- *Spam Filtering service*
- *Antivirus software and management*
- *Software and hardware to manage your backups*
- *Both onsite and cloud-based backup options*
- *True Business support - All Users, All Departments*
- *Solutions Design services to use technology strategically, not just to keep it running.*
- *Vendor Management*
- *Quoting and procurement services*
- *People you'll enjoy working with*



Perfect For:

- Businesses that recognize IT as a strategic investment
- Businesses without internal IT staff
- Businesses who value their data security

Managed IT Highlights:

- Managed Security
- Solutions Design
- Proactive Monitoring and Maintenance
- Server and Cloud Support
- End-User Support
- Network Infrastructure Management
- Managed Backup Solution
- The Castema Culture
 - ⇒ Fast Responses
 - ⇒ Great Communication
 - ⇒ Process Development
 - ⇒ Documentation



Managed IT - Integrated

Integrating With Your Existing IT

Imagine life without IT worries.

The MIT Integrated Package covers everything needed for your business and IT department or resource to keep your systems fully operational.

This service package is designed to blend the tools, skills, and experience of our service team with your existing IT resources to provide a full technology solution for your business.

Blending Experience and Skillsets

We work with your existing IT staff to keep your systems operational, whether remotely or onsite. Together we watch over your systems with the same care we take in managing our own infrastructure.

A few of the included features of our program:

- *Spam Filtering service*
- *Antivirus software and management*
- *Software and hardware to manage your backups*
- *Both onsite and cloud-based backup options*
- *Enterprise remote management and monitoring tools for your entire IT team to use*
- *Solutions Design services to use technology strategically, not just to keep it running.*
- *Vendor Management*
- *Quoting and procurement services*
- *People you'll enjoy working with*



Perfect For:

- Businesses that recognize IT as a strategic investment
- Businesses with internal IT staff
- Businesses who value their data security

Managed IT Highlights:

- Managed Security
- Solutions Design
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Managed IT Highlight: Managed Security

A Unified Approach

Security is not just a product, or a collection of products. It is a combination of best-practices, good habits, robust hardware, and intelligent software that minimize your exposure. Any chink in the armor can spell trouble!

We partner with you to improve security in your business across all platforms.

Endpoint Security

Malware, viruses, spam, trojans, etc. are not just nuisances, they are interruptions to your business. Our packages include e-mail filtering and anti-virus software. If something slips through, we take care of the virus removal and clean-up at our expense, not yours.

If there is something we can do to prevent an infection, we do it. If there is a problem, we fix it.

SSL Encryption Management

Mobile and remote workers need access to email and company data, and that access needs to be secured. Encrypting that communication link with an SSL certificate is a critical link in the security chain.

Bottom line, if your business isn't using SSL certificates, your environment may not be secure.

We handle the process from beginning to end to make security in your business seamless.



**Included in Fully Managed
and Integrated IT Packages**

Managed IT Highlights:

- **Managed Security**
- Solutions Design
- Proactive Monitoring and Maintenance
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Managed IT Highlight: Solutions Design

Technology That Improves Your Business

We work with a lot of different businesses every day. So we see what works and what doesn't in contexts that help us look at your issue from a unique perspective. This gives us exposure to the more common problems every business may come across, along with the problems that are not-so-common.

Our processed focused solutions team is passionate about designing and implementing the best solutions for your business.

Product Research and Quoting

We have relationships with many distributors and product vendors that allow us to pass on discounts and availability directly to your business.

We can handle all of the leg work that goes with researching and pricing out the right solutions for your business.

"Ask us anything"

Anything? OK, there may be some limits. But not as many as you think.

We've talked through HR issues, made suggestions on workflow to increase organizational efficiency, and even helped push customers away from large hardware or software purchases that simply weren't the right fit for their businesses.

We ARE a small business, and we work with small businesses all day long. You might be surprised how much we can help.



Included in Fully Managed and Integrated IT Packages

Managed IT Highlights:

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Managed IT Highlight: Proactive Monitoring and Maintenance

Proactive. Seriously.

We believe monitoring your systems and event logs for signs of problems and doing preventive maintenance are essential. We consider those to be the basics of proactive support. We take things a step further by reviewing the effects of all aspects of technology in your business.

We are passionate about preventing technology issues from disrupting your business.

Patch Management

Many security holes that have been exploited in highly-publicized virus outbreaks were fixed in patches that came out months before the outbreak occurred.

To help prevent these issues, we implement and manage a patching policy for machines in your office to make sure the right patches are regularly installed.

Being in Touch

Our monitoring software keeps an eye on your network, your servers, and your PCs 24/7. We're automatically notified of problems, errors, and outages as they happen.

We aim to prevent problems from becoming bigger and more expensive, saving you time and money.

Onsite Checkups

We feel it is important that we get to see and know your company and your people (and vice-versa!).

We perform regularly scheduled monthly onsite checkups to keep things running smoothly.



Included in Fully Managed and Integrated IT Packages

Managed IT Highlights:

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Managed IT Highlight: Server and Cloud Support

Support for your servers. Whatever and wherever they are.

We work with businesses of all sizes and have expertise in servers and applications from an older Exchange server to the latest cloud technologies such as Amazon E3, Microsoft Office 365, or Google Apps.

Whether your critical information is in your office, in the cloud, in a private datacenter, or any combination in between, we manage and support your technology infrastructure and environment.

Management

Our experienced team will handle account management, email and IM administration, configuration updates, cloud systems/vendors, and anything else required to keep the backbone of your business working for you.

However your infrastructure is laid out, we can support, maintain, and work with you to help it meet your short and long term goals.

Unlimited Onsite and Remote Support

We take pride in responding quickly and are able to fix many issues remotely. Sometimes, though, the best (or only) way to tackle an issue is on location.

We do whatever it takes to keep your systems operational, including onsite support at your office or local datacenter.

And it won't cost you extra!



Included in Fully Managed and Integrated IT Packages

Managed IT Highlights:

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Managed IT Highlight: End-User Support

Not your typical "Help Desk"

When is the last time you called a "help desk" just to bounce an idea off of someone? When you call us, you're working with a small team of people who get to know you and understand your business.

We understand that technology problems can prevent your employees from doing their jobs. Our support team is dedicated to fast responses and solutions to problems to keep your business working.

Vendor Management

If one of your line of business applications is having a problem, call us first. We'll take care of the first line of troubleshooting and then we'll call the software company's support line, for you or with you. We'll speak their language, tell them what troubleshooting has already been done, and usually save you time, and get to a resolution faster.

We can be your single point of contact to resolve technology issues, regardless of the vendor.

Unlimited Onsite and Remote Support

We pride ourselves on responding quickly, and taking care of problems right away, and the fastest way to do that is usually to resolve the issue remotely. Sometimes, though, the best (or only) way to tackle an issue is on location.

Our unlimited support doesn't end when we come onsite. We do whatever it takes to keep your systems operational, including onsite visits. And it won't cost you extra.



Included exclusively in the
Fully Managed IT Package

Managed IT Highlights:

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- Server and Cloud Support
- **End-User Support**
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Managed IT Highlight: Network Infrastructure Management

Networking Simplified.

As one component of our Managed IT service, Network Infrastructure Management provides the following benefits in conjunction with your Meraki security appliance, network switch, and wireless access points.

Firewall Configuration and Management

Security is paramount, and it begins at the edge of the network. Having a robust firewall with a proper configuration, only allowing the traffic that should get in, is the foundation of keeping the rest of your network secure.

As needs change, or additional services are required, we'll make sure your firewall keeps up.

Content Management and Security

The Meraki Advanced Security license enables on-the-fly scanning of traffic for malware and viruses. We are also able to limit and throttle internet traffic based on content and more!

We will get your environment configured according to your policies and maintain those rules over time.

VPN Setup and Management

Site-to-site VPN connects branches securely without need for expensive private networks and equipment. Setup is flexible, and security policies can be applied across the entire network.

Both full-tunnel and split-tunnel configurations are supported. If VPN connections go down, we're here to support you.

Bandwidth Management and Reporting

We don't like speculating about why the internet is slow or why connecting to the database takes "forever". And you shouldn't have to put up with fixable problems!

With the reporting technology available, we are able to swiftly determine and resolve issues without interrupting your business.



Included in Fully Managed and Integrated IT Packages

Available as a Standalone Package!

Perfect For:

- Any Business of Any Size
- Businesses with multiple offices

Highlights:

- Firewall Configuration and Management
- Content Management Configuration
- VPN Setup and Management
- Bandwidth Management and Reporting
- Wireless Network Support
- Brand Office DHCP and DNS Management
- Traffic Shaping Setup
- Full Branch Office, Industrial, Retail, Municipal, and Public wireless internet solutions



Managed IT Highlight: Managed Backup Solutions

Our Goal: Your Peace of Mind

Castema's Backup service has been thoughtfully designed with one ultimate goal in mind: to make sure that no matter what happens, your critical business information won't be lost. The second goal, almost as important as the first, is to get you quickly back to work if your server suffers a major failure.

We've designed our service to provide a battle-tested backup and disaster recovery solution that meets all of the needs of your business

Best of Both: Cloud and On-Premise

We incorporate a hybrid approach to our backup solutions and can offer the redundancy of the cloud with the speed and flexibility of On-Premise backups.

We provide all of the hardware and software required to meet any business requirement with our solution that makes disaster recovery fast and reliable.

Restore and Recover

Whether it's a lost spreadsheet or an accidentally deleted folder, just give us a call and we'll take it from there. We restore the files from your backup right back to your server, usually in a matter of minutes.

If your server suffers a catastrophic failure, our image based backups help us get you back to work faster.

We go above and beyond to make sure recovering data is quick and simple for you and your end-users.



Included in Fully Managed and Integrated IT Packages

Available as a Standalone Package!

Perfect For:

- Any Business of Any Size

Highlights:

- A backup and disaster recovery plan for your business that works.
- Disaster-ready local backups
- Storage Hardware Included
- Offsite and Cloud backup solutions
- Monitoring and Maintenance
- Fast and Simple File recovery