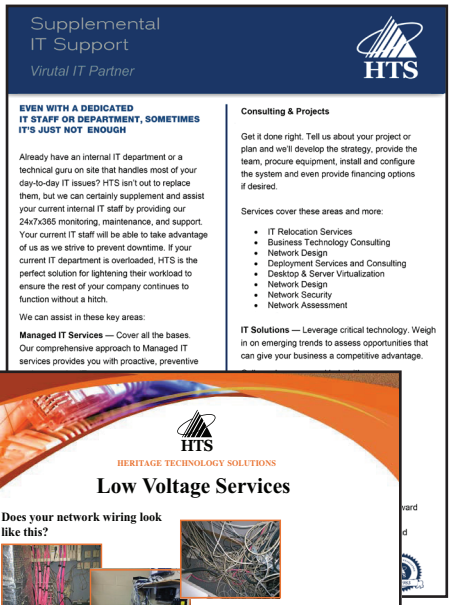
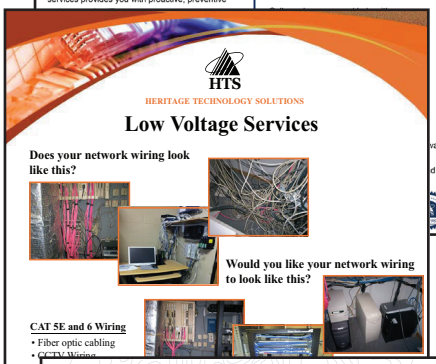
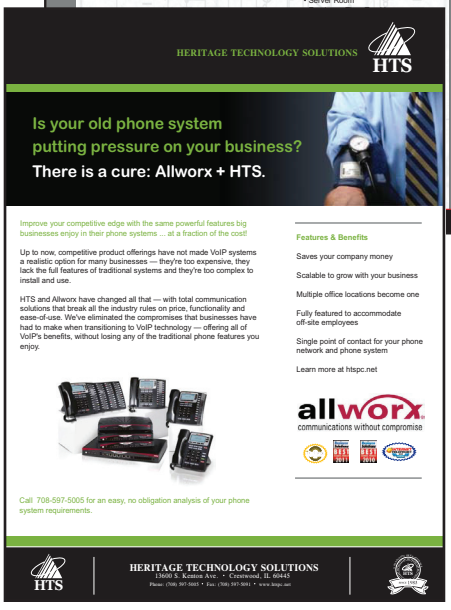
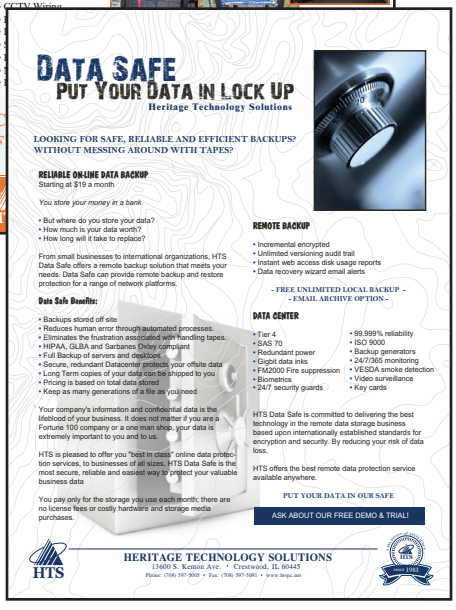
HTS SERVICES LIST









Click a page above to read further.

HERITAGE TECHNOLOGY SOLUTIONS
13600 S. Kenton Ave. • Crestwood, IL 60445
Phone: (708) 597-5005 • Fax: (708) 597-5091 • www.htspc.net

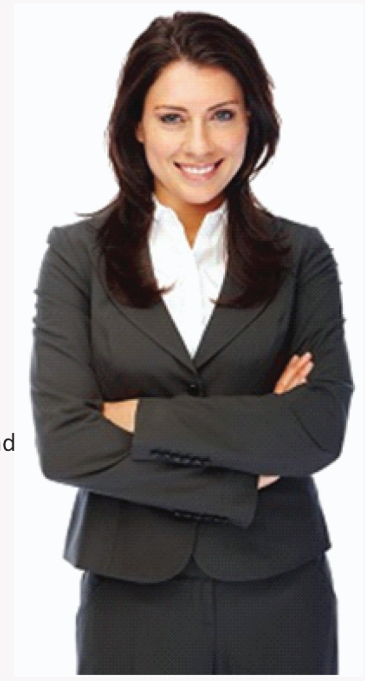
VIRTUAL IT PARTNER

Innovative
Intelligent
Informative

Experience maximum network uptime, increase your efficiency and spend your time focusing on your core business functions rather than your IT

"Among current users of managed services, 46% of firms have trimmed their annual IT expenditures by 25% or more as a result of their shift to managed services, including 13% that have slashed annual IT expenditures by 50% or more on the IT functions they have given over to an MSP." - CompTIA, Trends in Managed Services Study.

Complete Care is All You Can Eat!



Monitor and maintain your network for a fixed monthly cost.

- Less time spent on IT concerns and more time spent growing your business and nurturing your customers.
- Regular maintenance and support services are performed without disrupting your employees or workflow.
- Ensures your network remains operational, which avoids unexpected expenses and reduces overall IT costs.
- Heritage can handle all recurring maintenance tasks so you don't have to, including Windows updates, disk defragmentation and disk cleanups to ensure your devices are properly updated and maintained at all times.

What can remote monitoring and management do for your business?

SERVICE	Basic	Complete Care
9-5 Remote Helpdesk Support with 5 Incidents per Month	✓	
9-5 Remote Helpdesk Support with Unlimited Incidents		✓
24x7 System Monitoring	✓	✓
9-5 Onsite Technician Support billed at hourly rate	✓	
9-5 Onsite Technician Support included in monthly rate		✓
7 Point Executive Report for Servers & Workstations	✓	✓
Access to Built-in Ticketing System	✓	✓
Advanced or Customized Reporting		✓
Anti-Virus Software Management	✓	✓
Backup Job Monitoring	✓	✓
Basic Maintenance Tasks	✓	✓
Email & Anti-Spam Management		✓
Employee Change Management	✓	✓
Hardware & Asset Inventory		✓
Installation of Windows Updates	✓	✓
Mobile Device Management		✓
Router, Firewall, Switch & APC Management		✓
Server & Workstation Health Monitoring	✓	✓
Server & Workstation Performance Monitoring		✓
Server Role Specific Monitoring		✓
Software Licensing Inventory	✓	✓

For reliable help with your computers, software, network & those special projects.

Call HTS today!

At **HTS**, IT's Simple.

For more information or to schedule a no cost, no obligation Network Assessment
Call: (708) 597-5005
Email: hts@htspc.net
Visit: www.htspc.net

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HTS

Your Business Security Experts

Innovative
Intelligent
Informative

Alarm Systems

HTS monitoring centers help protect what you value most 24 hours a day, 7 days a week. Trained professionals are watching your business and ready to contact the appropriate emergency agencies if necessary. In the event your phone line is compromised, HTS offers cellular backup service.

- Flexible call management plans
- Customized reporting
- Extensive device monitoring
- Monitored hosted video available

Video Surveillance

HTS offers CCTV, as well as a hosted solution, for video surveillance and employee safety monitoring. We deliver great quality, real-time and archived video directly to your browser, wherever you are.

- IP cameras
- Tamper proof offsite storage
- Email snapshots & video clips for immediate viewing

24x7 MONITORING

Door Access

HTS provides sales, installation, service and repair of commercial security systems in both the existing facility and new construction marketplace. Our security professionals work with architects, contractors, security managers, property and facility managers and business owners who actively promote security, safety and increased productivity.

- Electrified Door Hardware
- Automatic Doors
- Intercom Systems

Fire Safety

Life safety systems are vital to your business. They protect your employees, your customers, your property and your operations. At HTS we understand that. We work with leaders in integrated fire, life safety and security systems.

GET IT RIGHT THE FIRST TIME – chose HTS and be safe.

"we offer annual testing of fire alarm system – required by law"

FIRE-LITE ALARMS SILENT KNIGHT Simplex

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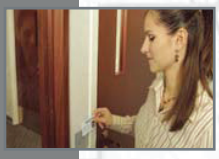
DOOR ACCESS CONTROL

HTS provides a full compliment of products, design services, and expert installation to accommodate virtually any facility. Companies of all sizes are keeping a closer eye on their property with proximity or swipe keys. All the time maintaining an automated record of who and when doors, or equipment, are accessed.

HTS provides sales, installation, service and repair of commercial security systems in both the existing facility and new construction marketplace. Our security professionals work with architects, contractors, security managers, property and facility managers and business owners who actively promote security, safety and increased productivity.

Markets Served:

HEALTHCARE
EDUCATION
HOSPITALITY
GOVERNMENT
RETAIL
INDUSTRIAL
BANKING



ADA Compliant Power Doors:

- Allows safe and easy entry and exit for the physically disabled and elderly.
- Compliant with ADA Regulations.
- Fines as high as $110,000 per offense for non compliance.
- Compliance enforcement is stricter now than in the past.

The Latest Technology:

- RFID Tags - change to Proximity Tags
- Keypads
- Smartcards
- Card Readers
- Biometric Readers
- Voice Communication

Product Offerings Include:

- Access Control Systems
- Electrified Door Hardware
- Intrusion Alarm Systems
- CCTV/Digital Video
- Automatic Doors
- Wireless Access Solutions
- Telephone Entry Systems
- Intercom Systems
- ID Badging
- Networked Solutions
- IP Video Solutions
- Parking Control

Why Use Access Control:

- Parking Areas
- Record Room
- Server Room
- Employee Time Tracking
- Track Movement History
- Coordinate with Video Cameras

Heritage Technology Solutions is a fully licensed Illinois Alarm Contractor Agency license #127.007438

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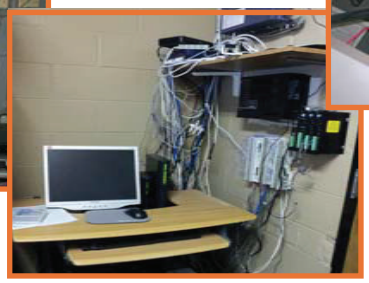
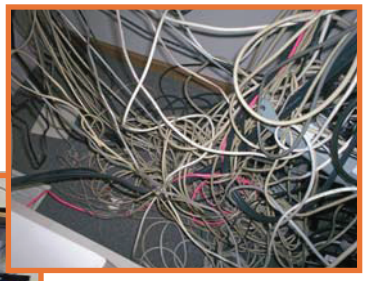
Low Voltage Services

Does your network wiring look like this?





Would you like your network wiring to look like this?

CAT 5E and 6 Wiring

- Fiber optic cabling
- CCTV Wiring
- Phone wiring
- Demarc Extensions
- System Racks & Enclosures
- Data Network Design
- New Construction and Expansions
- Relocations

Other Services

- Audio/Video Solutions
- Security Camera Solutions (IP and Digital)
- Door Access Control Systems
- Burglar Alarms
- Fire Alarms
- 24/7 Alarm Monitoring

Call HTS for a FREE evaluation today!

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Is your old phone system putting pressure on your business?

There is a cure: Allworx + HTS.

Improve your competitive edge with the same powerful features big businesses enjoy in their phone systems ... at a fraction of the cost!

Up to now, competitive product offerings have not made VoIP systems a realistic option for many businesses — they're too expensive, they lack the full features of traditional systems and they're too complex to install and use.

HTS and Allworx have changed all that — with total communication solutions that break all the industry rules on price, functionality and ease-of-use. We've eliminated the compromises that businesses have had to make when transitioning to VoIP technology — offering all of VoIP's benefits, without losing any of the traditional phone features you enjoy.

Call 708-597-5005 for an easy, no obligation analysis of your phone system requirements.

Features & Benefits

Saves your company money

Scalable to grow with your business

Multiple office locations become one

Fully featured to accommodate off-site employees

Single point of contact for your phone network and phone system

Learn more at htspc.net

allworx

communications without compromise

Unified

Business Solutions BEST 2011

Business Solutions BEST 2010

Internet Telephony

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Would your business survive?
What do you do tomorrow?

Is your data safe? Are you sure your backups really work? Would your business survive a fire, tornado, hurricane, earthquake or even a simple server hardware failure? Having any doubts? Call Heritage Technology Solutions and we will make sure you can confidently answer yes to all of these questions.

Disaster Recovery Planning

- Data/Server Recovery
- Power Redundancy
- Business Continuity Policy Development
- Disaster Recovery Handbook
- Temporary Facilities and Equipment
- Pandemic Planning

80% of your employees are home sick, what's your plan?

HTS's SMB Backup Professional includes

- Fast Recovery for files and email
- Virtualization of failed servers decreasing downtime from days to hours
- Offsite and local storage insuring data security and meeting regulations
- Built-in archiving to rid yourself of costly tapes, offsite storage facilities and downtime while waiting on restores.
- 24 x 7 x 365 Monitoring and Management insuring data integrity
- Our service is a business continuity plan
- Fix errors before server failure occurs
- 24 x 7 Support
- Ensure Email and Database Health and stability

HTS Data Safe - Disaster Recovery

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DATA SAFE

PUT YOUR DATA IN LOCK UP

Heritage Technology Solutions

LOOKING FOR SAFE, RELIABLE AND EFFICIENT BACKUPS? WITHOUT MESSING AROUND WITH TAPES?

RELIABLE ON-LINE DATA BACKUP

Starting at $19 a month

You store your money in a bank

- But where do you store your data?
- How much is your data worth?
- How long will it take to replace?

From small businesses to international organizations, HTS Data Safe offers a remote backup solution that meets your needs. Data Safe can provide remote backup and restore protection for a range of network platforms.

Data Safe Benefits:

- Backups stored off site
- Reduces human error through automated processes.
- Eliminates the frustration associated with handling tapes.
- HIPAA, GLBA and Sarbanes Oxley compliant
- Full Backup of servers and desktops
- Secure, redundant Datacenter protects your offsite data
- Long Term copies of your data can be shipped to you
- Pricing is based on total data stored
- Keep as many generations of a file as you need

Your company's information and confidential data is the lifeblood of your business. It does not matter if you are a Fortune 100 company or a one man shop, your data is extremely important to you and to us.

HTS is pleased to offer you "best in class" online data protection services, to businesses of all sizes. HTS Data Safe is the most secure, reliable and easiest way to protect your valuable business data

You pay only for the storage you use each month; there are no license fees or costly hardware and storage media purchases.

REMOTE BACKUP

- Incremental encrypted
- Unlimited versioning audit trail
- Instant web access disk usage reports
- Data recovery wizard email alerts

- FREE UNLIMITED LOCAL BACKUP -
- EMAIL ARCHIVE OPTION -

DATA CENTER

- Tier 4
- SAS 70
- Redundant power
- Gigbit data inks
- FM2000 Fire suppression
- Biometrics
- 24/7 security guards
- 99.999% reliability
- ISO 9000
- Backup generators
- 24/7/365 monitoring
- VESDA smoke detection
- Video surveillance
- Key cards

HTS Data Safe is committed to delivering the best technology in the remote data storage business based upon internationally established standards for encryption and security. By reducing your risk of data loss,

HTS offers the best remote data protection service available anywhere.

PUT YOUR DATA IN OUR SAFE

ASK ABOUT OUR FREE DEMO & TRIAL!

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Technology Relocation Services

Moving is simple when one company services all your technology neeeds.

Office and equipment relocations, especially large department and building moves can cripple productivity if not planned and executed properly. HTS's "turn-key" relocation services will minimize disruptions to your business and get yours staff back on-line immediately.

Technical Relocation Services

- Timeline & Project Plan Creation and Management
- Contactor and Vendor Management
- Pre-Move Preparation
- Backup, Recovery and Disaster Planning
- Equipment Inventory & Packing Activities
- Disconnect/Reconnect Services
- Site Walkthrough
- Establish Post-Move Helpdesk
- Provide Report to Management on Equipment, Budgets and Progress
- Phone/Network/Fiber Cabling/Video/Audio Cabling
- Phone System Relocation
- Security System Relocation

We take care of all your data and voice needs. We work within your budget to get you fully operational at your new location the day you move.

With HTS in control of your relocation, your staff can concentrate on what your company does best.

Not only does HTS simplify the move, we also provide you with data networks, telephone systems, add security solutions, AV systems, voice and data cabling, technical staffing services and much more.

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Supplemental IT Support

Virutal IT Partner

EVEN WITH A DEDICATED IT STAFF OR DEPARTMENT, SOMETIMES IT'S JUST NOT ENOUGH

Already have an internal IT department or a technical guru on site that handles most of your day-to-day IT issues? HTS isn't out to replace them, but we can certainly supplement and assist your current internal IT staff by providing our 24x7x365 monitoring, maintenance, and support. Your current IT staff will be able to take advantage of us as we strive to prevent downtime. If your current IT department is overloaded, HTS is the perfect solution for lightening their workload to ensure the rest of your company continues to function without a hitch.

We can assist in these key areas:

Managed IT Services — Cover all the bases. Our comprehensive approach to Managed IT services provides you with proactive, preventive and responsive IT.

Our managed IT services include:

- Network and Server Monitoring
- Patch Management
- Proactive Remediation
- On-site field service
- VCIO level IT Strategy
- Project Management
- Consulting

Consulting & Projects

Get it done right. Tell us about your project or plan and we'll develop the strategy, provide the team, procure equipment, install and configure the system and even provide financing options if desired.

Services cover these areas and more:

- IT Relocation Services
- Business Technology Consulting
- Network Design
- Deployment Services and Consulting
- Desktop & Server Virtualization
- Network Design
- Network Security
- Network Assessment

IT Solutions — Leverage critical technology. Weigh in on emerging trends to assess opportunities that can give your business a competitive advantage.

Call us when you need help with:

- Cloud Services
- Mobile Device Management
- Business Continuity
- Network Security
- Data Backup
- Unified Communications
- VoIP
- Video Security Camera Systems
- Door Access Control
- Structured Wiring

Whatever the challenge, you can move forward with confidence knowing that HTS is the supplemental IT support team that more and more companies are turning to.

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