

# The Proactive Approach to Your IT Environment



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*-Katrina Smith, Vice President & COO,  
Economic Development Corporation  
of Erie County*

You need your business systems available. When your systems are up, you can support your business. You need to avoid expensive downtime. You want to keep your clients happy, loyal and well served. Second Foundation Managed IT provides 24 hours a day, 7 days a week monitoring of all the critical metrics in your network through our Caretaker™ managed services product. Monitoring includes taking care of the ongoing management, monitoring, and maintenance of networks, software, hardware and related IT services within your organization.

"With our Caretaker™ product you benefit from a proactive approach designed to prevent IT problems before they create added costs to your company," says Ken Smith, Vice President of Second Foundation. You will get optimal performance from your network devices including patch updates and security assessments. Stay compliant by tracking your IT assets and licensing. Have peace of mind that your data backups are monitored daily, and much more.

"Our Caretaker™ clients realize an average lowered IT cost of 30% and benefit from improved system reliability overall," says David Popowich, President. Managed services is able to proactively prevent many technological issues from becoming problems, and deliver rapid resolution to issues that cannot be reasonably anticipated—often before you will even have a chance to notice.

"With the Caretaker™ support system, related guidance and proactive attention from Second Foundation, we have faith that our documents and ultimately, our system can be relied upon in any circumstance," states Katrina Smith of Economic Development Corporation, "No matter what our request the Second Foundation team is there to assist day or night in a timely manner."

Second Foundation Managed IT gives you the peace of mind knowing that a team of certified technicians are watching over your network at a fraction of the cost it would take to hire the same talent in house. If you need peace of mind that your systems are working at peak performance, just call Second Foundation.



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