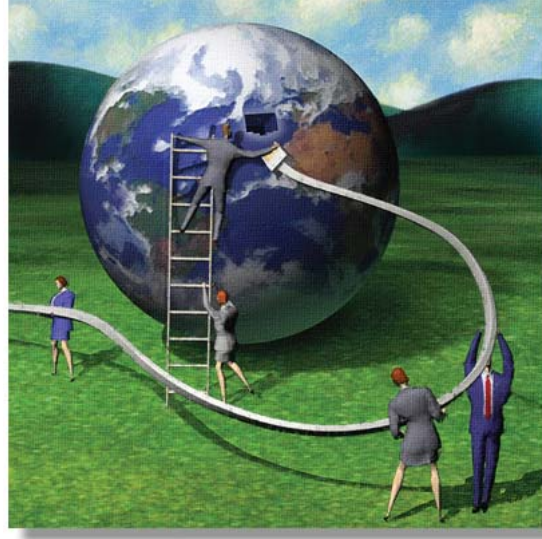


MANAGEMENT SCIENCE ASSOCIATES, INC.

trust your
support



Remote Network Management

Remote Network Management Overview

In today's world of electronic data communications and rigorous compliancy issues, businesses need to pay close attention to maintaining maximum up-time when it comes to their computer network. Companies need to protect their investment while minimizing valuable personnel time and resources.

MSA considers the computer network the blood line of a company; any lost data could be fatal, no matter the company size. Taking a more serious and logical

approach to network monitoring and management will help to ensure a company's longevity.

MSA offers a suite of Remote support options that will meet all your network management requirements now and into the future.

- ❖ Remote Data Protection and Back-up
- ❖ Remote Database Services
- ❖ Remote Network Monitoring and Management
- ❖ Remote Desktop Management

Our solutions are built around industry leading applications and our state-of-the-art Network Operations Center fully owned and operated by MSA and manned by dedicated technical staff servicing clients 7 x 24 x 365. A robust notification system provides alerts to your technical staff of warnings or failures that occur on your networks. Comprehensive and customizable reporting provides information and insight into your infrastructures, ongoing incidents, overall information and system management.

Remote Data Protection and Back-up

MSA Remote Data Protection is a unique alternative to traditional backup methods, replacing conventional tape based systems

with a fully automated online solution. It provides agentless, centralized and automated backups of PCs, file servers

and application/database servers with secure offsite storage and immediate, client controlled online restoration.

Remote Network Monitoring and Management

Scalable, powerful and comprehensive remote monitoring and management platform for providing a broad range of managed services at a low delivery cost.

Remote Monitoring - Monitors more devices, more services and more operating

systems with greater scalability than any other solution in the space, and the flexibility to use agents or probes for monitoring.

Remote Management - The most powerful, cost effective and flexible

remote network, security, desktop, server and environment management solution in the industry. Patch management, Asset Management, and management tasks such as software installation and script execution are all part of this offering.

Remote Desktop Management

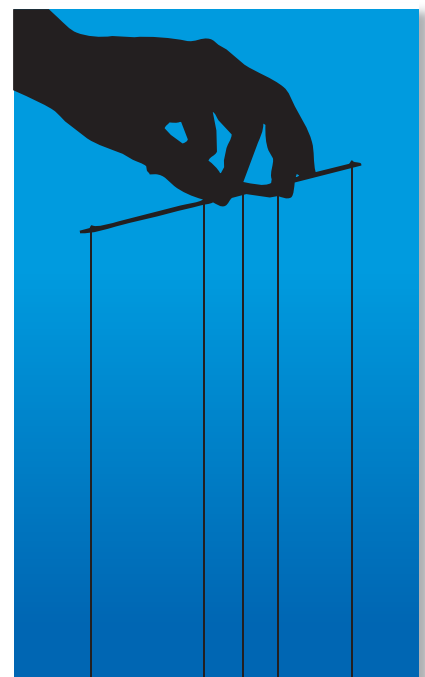
MSA's Remote Desktop Management Service is a powerful desktop management tool that enables us to create, manage and

enforce standard PC environments for all PCs at a customer site.

Remote Database Services

MSA offers a complete database management outsourcing solution that includes a team of experts available 7x24x365, flexible pricing, proactive

support and trending abilities. Numerous levels of service level agreements are available to meet our customer's individual database requirements.



About MSA

Founded in 1963, MSA is a leader in the development of analytical software and information-based systems. MSA's core business competencies are the analysis as well as implementation of solutions for marketing and consumer buying behavior, business issues, knowledgeware, information management solutions and "industry

services" for firms in consumer products, steel, media, pharmaceutical, communication and information services industries. With over 900 employees globally, MSA provides strategic solutions for over 300 major clients, including 68 Financial Times Global 500 organizations. Headquartered in Pittsburgh, PA, since it was founded, but only recently

having its SW PA sales exceed 3% of its total revenue, MSA and has offices in NYC; Chicago; Atlanta; High Point NC; Shanghai, China; the UK; and Malaysia.

For more information, visit us at:
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or



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