

D&G Technology Group is the leading regional provider of IT

Downtime is not an option
Who's watching over your network

services to small to medium size businesses without a dedicated or complete IT staff. We will strive to achieve this goal by constantly improving the value of our services and focusing on making our customers more efficient, productive, and satisfied with their technology investments.

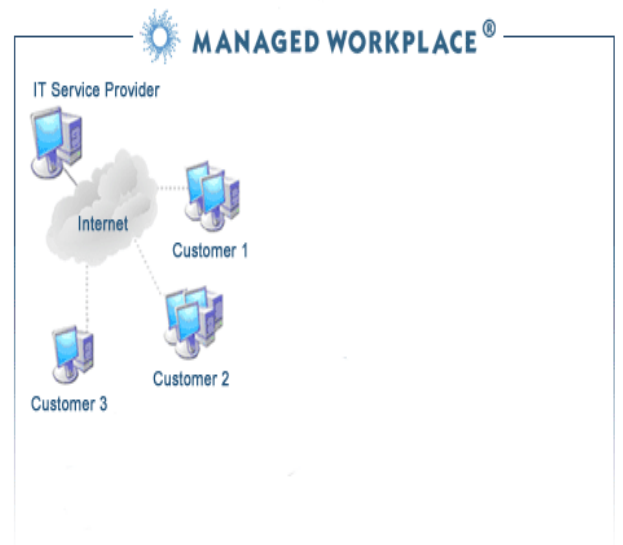


d&g technology group, inc



The Problem

Until now, small businesses often couldn't afford to hire a full-time IT staff member or an outside IT consultant when they had a problem with their computer systems or just needed some good advice. Professional technology consultants can charge upwards of \$200 per hour, and as a result, small business technical support usually defaults to two things: either a tech-savvy friend or a product-focused equipment manufacturer who may offer temporary solutions. Neither of these options provides the time, expertise and assistance needed to enhance total system productivity. How then, can a small business compete in this fast paced business environment? How can it be assured that it's optimizing system performance and maximizing the technology investment?



The Solution

D&G delivers the same level of complete technical support found at large companies, but at an affordable, flat monthly fee. We provide the highest quality service at an affordable price by using a combination of local onsite experts and network management tools and services performed over the Internet. Troubleshooting, training, support & planning. All in one place, all at one price.

Let Us Worry About your Technology While You Focus On Your Business

D&G's Managed IT service is an unlimited IT resource. Our team of technicians combine years of experience to bring you the most

- ☀ Dedicated
- ☀ Friendly
- ☀ Knowledgeable
- ☀ Reliable
- ☀ Responsive

IT Support for a Flat Monthly Fee

Why We're Different

At D&G, we take our performance seriously, so seriously that we track 32 performance metrics on a daily basis and we strive for excellence.

- ☀ Average Customer Hold Time: 25 Seconds
- ☀ Positive Service Feedback: 97%
- ☀ End User Issues Solved on First Call: 80%
- ☀ Field Tech on Time Arrival: 93%

*For more information, visit us at
www.dg-pro.com*

Who we Are

D&G Technology Services provides unlimited Managed IT services to small businesses with 5 to 200 employees. With D&G's simple approach and pricing it is now easier than ever to have the resources of a complete technology department. D&G works with progressive companies and organizations that know the value of technology and want to get the most out of their IT investments.

The D&G Solution

The D&G solution provides support, management, and strategic guidance in three areas; PC Management, Server Management, and Network Management. D&G will design a technology support plan that will meet your specific needs.

Full Service IT Department

Technology is a vital aspect of just about every business; it is critical to both the day-to-day operations and the strategic growth of your business. Having a complete IT department with a CTO, Network Manager, Helpdesk, and Purchasing Manager is out of reach for most organizations. D&G delivers all of these benefits and more for an affordable monthly fee.

Our Clients

D&G currently provides services throughout California to hundreds of users and small to medium size businesses in a variety of industries including:

- | | |
|-----------------------------|---------------------|
| ☀ Manufacturing Companies | ☀ Accounting Firms |
| ☀ Land Development | ☀ Non-Profit |
| ☀ Construction Companies | ☀ Wineries |
| ☀ Local Government Agencies | ☀ Real Estate Firms |

D&G's Managed IT Services Key Benefits

- ☀ Strategic Technology Planning and Implementation
- ☀ Maximize Technology Investments to Help Your Company Achieve Your Business Goals Through Increased Productivity and Efficiency
- ☀ Proactive Support
- ☀ Detailed Infrastructure Performance Reports, Asset Inventory Reports, and End User Usage Reports
- ☀ Cost-Effective and Predictable IT Budgets
- ☀ Unlimited Access to Purchasing Support, End User Training, 3rd Party Vendor Management, Resource, and Up to Date Information About the Latest Technology Trends

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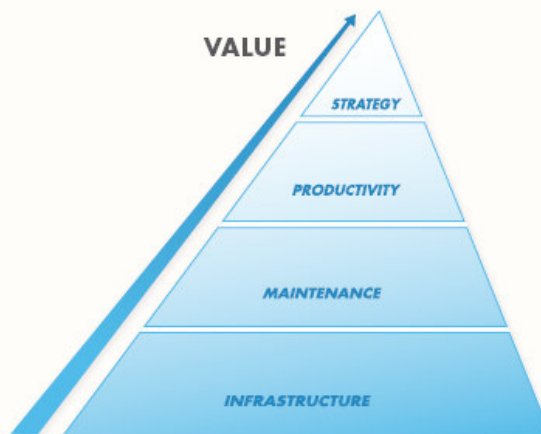
The Value of D&G's Managed Services

Information Technology (IT) has become an undeniable critical component of all business operations. Your business success depends on your IT infrastructure. Managed IT services provide you the unlimited proactive support that not only keeps your network running effectively and efficiently, but it helps you reach your business goals.

While you focus on your core business, D&G provides you with an enterprise level IT department for less than it would cost you to manage your IT in house. Our "Virtual IT Department" gives you access to a comprehensive suite of tools and processes that normally have been available only at the largest companies. D&G will design and effectively manage your day-to-day IT needs while we provide strategic guidance to make sure you get the most from your IT investments.

D&G's Approach is Simple and Will Immediately Deliver Increased Performance, Security, and Reliability

Technology can be thought of on a continuum beginning with the proper infrastructure and ongoing maintenance. Once the foundation of your technology is in place the focus shifts to increasing employee productivity and efficiency. Many businesses never reach the top of the pyramid, and never realize the dramatic effect that technology can have on achieving business success. D&G will work with you to review your business goals and ensure the right technology is in place to allow your business to succeed.



D&G Desktop Management Key Benefits

Gain Unlimited Access to Friendly Knowledgeable and Dedicated Engineers who are Available to Assist Your Team from any Location

- ☀ Maximize End User Efficiency, Productivity, and Satisfaction
- ☀ Empower End Users and Increase Technology Confidence
- ☀ Decrease Problem Resolution Time and Overall Technology Frustrations
- ☀ Optimize Desktop Performance with Regular Maintenance and Monitoring
- ☀ Ensure Predictable and Transparent IT Support Costs as Your Organization Grows and Changes
- ☀ Enable Key IT Personnel to Focus on Strategic Projects Instead of Computer Issues

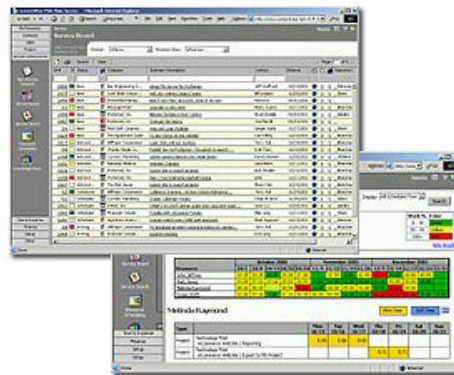
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Your Needs as a Small Business

The growing complexity of today's small business desktops – combined with an increasingly mobile and distributed work force and escalating end-user expectations – have made it extremely challenging for today's small business to support their users. Simply put, today's work force demands the highest levels of service and support regardless of location or time of day.

Maintain Control

D&G has the ability to access the complete global desktop environment of its customers through a single "portal". D&G has complete visibility into hardware and software assets, allowing for unmatched levels of desktop management and service to end users on a consistent basis. D&G allows greater access to your computer inventory and provides more control for easier purchasing, upgrading, maintenance, and budgeting. This tool enable D&G to ensure all your desktops have the most recent critical software patches, proper software licenses, are secured with updated Microsoft Security Patches, and updated anti-virus software.



D&G provides a complete solution for supporting and managing the overall health of each computer in your company. D&G's support plans ensure that your computers are functioning properly, protected, and secure against technology threats and disasters. Computers are in your office to help you run more efficiently and D&G ensures that is possible around the clock.



Server Management

Server Plans for Managing & Protecting the Most Vital Components of Your Network and Business

- ☀ Proactive Remote Maintenance and Management of Anti-Virus, Security Patches, and Updates to Protect and Safeguard against Downtime, Security Breaches, and Lost Data
- ☀ Increase Confidence in Your Network Infrastructure
- ☀ Gain Unlimited Access To 24 x 7 Server Monitoring and Management to Ensure Continual Server Uptime
- ☀ Gain Unlimited Access to On-Site Support and Maintenance in the Event of a Critical Hardware Failure and to Ensure Proper Server maintenance

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D&G monitors our clients' servers in 16 major categories, including Device Availability, Critical Events, Performance, Security, and Service Availability. D&G maintains a 99.9% uptime percentage across all of our clients' servers.

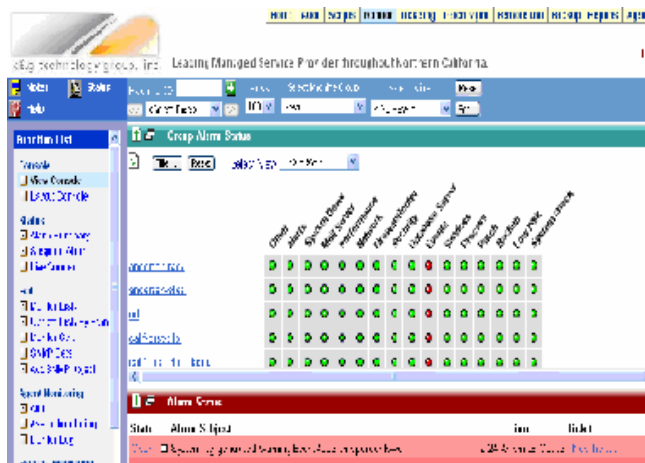
A Watchful Eye for your Most Critical Assets

The nucleus of your small business network is without a doubt your servers. They house critical applications, databases, and email functionality. Your servers are mission critical for the overall success of your business and health of your network

D&G understands how vital your server environment is to the life of your business; that's why we deploy the most technologically advanced tools to help us monitor the most critical aspects of your server environment and manage the performance of your servers on-demand and in real time.

D&G will guide you through best practices for backup and disaster recovery. In the unlikely event of any unforeseen disaster, your business will be prepared to ensure business continuity and functionality while avoiding costly and unnecessary downtime.

With D&G's Control Center in place we will become your network administrator, carrying out all the routine maintenance required to keep your employees working and your network secure. We will ensure that new employees are working, old employees are not, and your information is accessible to the correct individuals.



D&G offers three Server management Plans that include critical monitoring and maintenance required on a regular basis. All of our plans include 24/7 remote support. For servers that require additional levels of support, quarterly on-site maintenance and unlimited on-site support is available.

D&G Network Management Key Benefits

- ☀ Maximize and Improve Network Performance, Efficiency, and Effectiveness
- ☀ Decrease and Eliminate Episodes of Network Downtime and Data Loss
- ☀ Gain Access to Unlimited Proactive Monitoring and Management of your Network in Improve Stability
- ☀ Protect Against Network Security Breaches
- ☀ Increase Responsiveness for Problem Monitoring and Reporting Access your Network to Improve Stability
- ☀ Real-Time Hardware and Software Inventory – You Will Know Exactly what Equipment and Software has been Installed
- ☀ Access your Own CTO to Create a Strategy for Projects, Purchasing, Disaster Recovery, and Getting the Most from your Technology

Our Approach to Network Management

D&G believes that in order to be successful in today's business environment, technology needs to work for you not against you. As a strategic part of business, technology can advance a company and help a business reach and exceed its goals. D&G's Network Management solution provides support and strategic guidance for your entire network. This is done while managing the advancement of your technology as it relates to your business goals and objectives.

Our Tools

D&G utilizes the most advanced remote network monitoring tools, asset management tools and help desk ticketing system. D&G proactively monitors and manages your network to protect and defend against hackers, viruses, and spyware while ensuring uptime, productivity and efficiency.

Today's Small Business Environment

As a small or medium size business, you are more dependent than ever on the reliability, efficiency, and security of your work. Any moment of network downtime can mean disaster. D&G can help relieve your organization of the ongoing burden of trying to support your network and ensure that your network is running optimally. This allows you to free up valuable resources and focus on the mission critical aspects of your business.

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