



DSM COMPUTING SOLUTIONS INC.

We Take Care Of Your IT ... You Take Care Of Your Business

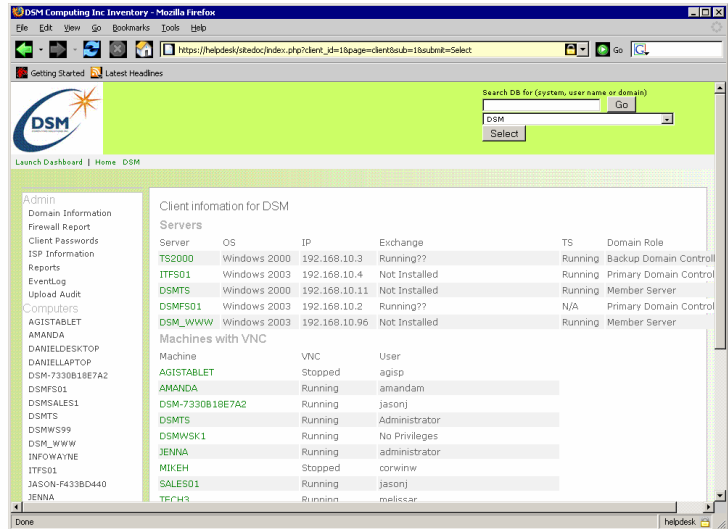
REMOTE MONITORING & MANAGEMENT SYSTEM

“The System That Never Sleeps”

**WHEN SMALL
BUSINESSES NEED TO RUN
LIKE BIG BUSINESSES...**

THEY CHOOSE DSM

- Electronic eyes that watch your system 24 hours a day - 7 days a week
- Instant alerts to the DSM technical team provide for immediate proactive service and system management
- Detailed information about your system at the click of a button that includes all hardware and software components
- Information to ensure crucial software patch levels are implemented
- Save costs by being informed before making equipment purchases.
- Provides valuable inventory information for accounting and insurance purposes



Can Your Business Function Without Your Computer System?

This system is the result of the past 18 years that DSM has been providing I.T. service and support to our valued clients.

Based on this depth of experience, DSM has designed and developed this system to provide you with a high level of system monitoring, management, information and service control.



**345 Wilson Ave.
Toronto, Ontario
Canada M3H 5W1
Tel 877-888-9808
Fax 416-398-7899**

Call DSM @ (416)398-7855 or Email: info@dsm-corp.com for more information

Remote Monitoring "Your 24 Hour Technician"



There are significant benefits to having the DSM Remote Monitoring System watch your computing environment...

- Increase your users productivity by:
 - Eliminating or minimizing any potential system down time.
 - Enabling the enforcement of safe computing practices
 - Maximizing and maintaining high level system performance
 - Allowing maintenance and software updates to be done after hours
- Save costs on emergency service or unplanned service and upgrades
- Manage software licensing compliance across all your workstations.
- Enable the DSM support team to provide instant remote support with complete information at everyone's fingertips.

This unique system is the culmination of some of the most advanced technology and software development today. Our ability to service and support your organizations computing system is increased exponentially to a level that we have only imagined in the past. Our advanced "technician in a box" will provide information to our Network Operations Center that can be more effective than our being physically on site.

The DSM Monitoring & Management System is designed to act as if a qualified technician is in your office, watching your network and computer infrastructure from below the surface 24 hours a day 7 days a week to detect and report any potential issues, dangers, warnings or possible problems before they affect your system and the productivity of your users. When these detected warnings are received by the DSM Network Operations Centre, our technical team will be able to deal with the issue to prevent a potential problem or work on an existing problem immediately.

Depending on the reported message, the system will send electronic alerts to our technical team 24 hours a day, 7 days a week. If your system experiences a critical error, potential problem or system outage after hours, our technical team will be alerted of this issue and can work to have your system is up and running for your arrival in the morning. We extend this advanced monitoring and alert system to the application software programs that are critical to your business.

How The System Works

Server & Network Monitoring

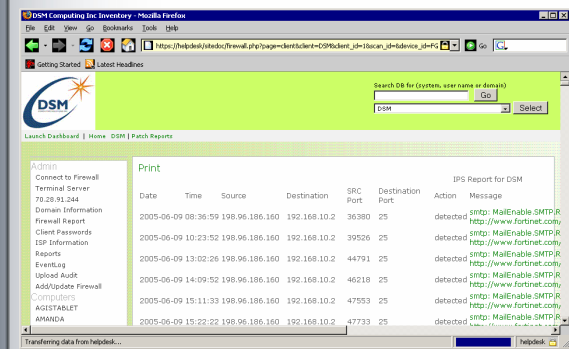
Crucial to the operation of your business, the system monitors and reports hundreds of key server, and network system indicators to the DSM Network Operations Centre (NOC) in real time, every minute. There is no better way to ensure the proper operation and high performance of these crucial devices which are the heart of keeping your business operational.

The monitoring system will detect and inform the DSM technical team of potential or real failure of your crucial network file server systems and network devices before your system goes down. In the event that your system does go down, our NOC technicians will be alerted and will work on fixing the issue, even before you have a chance to call and report the problem.

Monitoring is so extensive, it works with supplementary network services such as Microsoft Exchange Email, Web Services, Backup Systems, Power Backup Systems and specialty services such as RIM Blackberry Servers, as example.

Software Application Monitoring

We know there are software applications that are crucial to your business. Our system can monitor these critical software programs at all times, consistently looking at their performance, usage, capacities and other vital statistics that help ensure they are up and running all the time.



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Remote Monitoring - Below The Surface...

Equipment (Asset) Management

The DSM Monitoring & Management System saves valuable time and frustration by creating a live, electronic inventory of all equipment on your network system that is accurate and current with no labor or effort by your personnel or our technicians.

The system collects configuration and equipment details of over 100 different components for each device on your network system. In addition, bad hard disk drives or other devices that are in danger of failure are alerted to the DSM N.O.C. before they actually fail and cause down time for users and allow for true pro-active service to be performed without disturbing your staff.



Equipment Warranty Management

With the live information now available about your computing devices, all technical specifications for parts, upgrades and support purposes are immediately reported, accurate and totally up to date, minimizing time and labor costs associated with investigating these issues.

For name brand workstations, our system will detect the serial number and warranty tag numbers and make these available to the DSM N.O.C. This provides one click connectivity for our technical team to obtain warranty and service support from the product manufacturers on your behalf

Software Management

We can now provide installed software usage statistics to help you maximize your software investment and ensure that only the appropriate software is installed on system. Our software version reporting helps to ensure that all users have the same software and they are running the latest available version.

There is detection and control in case unauthorized, unknown or unsafe software gets installed on your workstations or the network system. This combined with complete monitoring and management of crucial anti virus software on workstations, servers and firewalls increases the protection of your system.



Remote Support

With your approval and authorization, through our tight and safe security, the DSM technical team can connect to your system or a particular workstation to provide effective remote support for immediate solutions to user issues.

This remote support can be made without the users interaction, if required and authorized to allow work to be performed while the user is away from there desk or after hours to minimize down time or interruption to the user during their work day.

Patch Management

One of the most time consuming and neglected functions is the installation of software patches and fixes that are required.. Our system will deliver these patches to your servers and install them during off hours, saving not only countless costly technician hours but also without interruption to the users. Our system will install Microsoft software patches and fixes to your environment as fast a minutes after their release, providing the best possible protection for your system.

Mobile Workers

Included with our system is the ability to monitor and manage your mobile workers with their notebook computers. When a mobile worker is in the office and connects their notebook computer to your network system., the system automatically detects that the notebook has arrived and will "interrogate" the system silently, behind the scenes

This "interrogation" will provide any relevant alerts, gather the equipment statistics for inventory management and ensure that none of the hardware elements have changed or are in danger of failure. These notebook computers will be closely monitored for any virus or suspicious activity that could infect or harm your system while attached to the network.



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Remote Monitoring “Don’t Live Without It”



SECURITY AND SAFETY ARE BUILT INTO THE SYSTEM

- Using the same security system as banks and financial institutions protects your system
- System monitoring for intrusion or unauthorized access attempts against your system
- Our monitoring system operates completely hands off of your computer equipment and your company data and information
- Identify security risks and crucial vulnerabilities to protect your valuable system.
- Totally locked down to ensure that the monitoring component of the system is secure from intrusion.



How It Works

Unique to the DSM Monitoring and Management System, there is no direct interaction with your existing computers, servers or other devices. There is no software or hardware device to install on individual workstations servers or other devices, which ensures that the system will not interfere with your users.



DSM will install a simple monitoring appliance in your office with your computer server system. This monitoring appliance will sit on the network without any affect whatsoever to performance, security or any other aspect of the operation of your system. Our monitoring device is totally invisible and non-invasive to your environment.

Over a secure connection known as SSL certificates the monitoring appliance communicates with DSM’s Network Operations Centre. Communication is one way, where information is pushed from our monitoring appliance in your office to our central monitoring station. In addition, the system will alert our technical team directly with detailed pager and email messages when it is required to allow us to react to any issues 24 hours a day, 7 days a week.

Security & Privacy

The single most common question we encounter regarding our system is related to its security and privacy. Our system is totally secure and designed using the same security technology as banks, brokerage firms and other financial transaction service providers use to enable their systems through the Internet.

Only authorized DSM technical personnel have any interaction with the monitoring of your system. Any remote access to your system is based on your approval for service and support purposes.



WE SEE YOUR SYSTEM AT ALL TIMES



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