



Let **US**
manage
your
technology,
so **YOU**
can run
your
business.

Fuzzy Logic is a full service, cost effective IT department

The Fuzzy Logic 4-step business model is based on over 10 years of experience supporting small to mid-sized companies with their IT needs. It has been refined over the years to eliminate unnecessary costs, and provide small business owners what they need most: **Reliable IT support at a price they can afford.**

Step 1: Understand what we've got.

A Fuzzy will visit your office, and talk to you and your employees about your IT needs, challenges, and expectations. It is important that We understand how technology works for you -- and how it doesn't, so we can fit the right service plan to your organization. We will produce an inventory assessment and recommendation list, and lay out a technology roadmap that is right for you.

Step 2: Stabilize, secure, and improve.

Our team of professional Fuzzies will get started on the path we've set forth. We will implement industry standard antivirus and backup measures, replace outdated equipment, and stabilize the computing environment. Our goal is to ensure your network is reliable, efficient, and always backed up - so your computers can help you run your business, not drain your time and money.

Step 3: Monitor and maintain.

We proactively monitor and maintain your systems, to be sure they are backed up, up to date, and running smoothly. By utilizing technology for automated monitoring and personal service for regular maintenance, we can offer you the confidence that if a backup fails, or the internet goes out, we will know and begin troubleshooting before even hearing from your team. With monthly visits from one of our Fuzzy techs, you know you will always have a face-to-face meeting right around the corner.

Step 4: Service the customer

Step 4 isn't really a step, it's the Fuzzy way of life. Our technicians have over 10 years experience supporting people like you. We are local to the Chicagoland area, and ready to serve when you need us most - without any fees or hourly rates. Just great service, when you need it. Period.



Check out our service plans on the back page to learn more.

We will service and support most technology devices:

- Servers, datacenters
- Desktops, Laptops
- Software applications
- Internet connections
- VPN, remote access
- Web sites / Intranet
- Email systems
- Antivirus protection
- Backup and Recovery
- Printers, fax, copiers
- Mobile phones, PDAs
- Wiring, office moves

Once you're online, you'll have access to our full spectrum of services, available both remotely and on site.

Let us build a service plan to meet your business needs:

Technology services may include, but are not limited to:

- Dedicated support Fuzzy
- Choice of service hours (8am-5pm, extended, or 24x7)
- Initial Assessment
- Documentation
- Recommendations
- Unlimited service calls
- On-site Maintenance
- Remote Monitoring
- Equipment Ordering
- License management

Our monitoring and maintenance includes:

- Automatic problem notification
- Verify backups are successful
- Check memory, processor, and drive usage on servers
- Install Windows Updates
- Review services and error logs
- Ensure antivirus definitions are updated and properly scanning
- Recommend upgrades and replacements
- Report on any issues discovered during routine maintenance

Service plans, made simple

At Fuzzy Logic, we take great pride in our customer-friendly approach to servicing your IT business needs:

- 100% flat-rate billing
- No overages
- No hourly charges
- No unplanned invoices
- Just great service, when you need it.

Let us take a moment to discuss some options with you and your team. We are confident you will be pleased with our rates, and thrilled with our service.

Choose Fuzzy Logic to make technology work for you.

Fuzzy Logic
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