

## Introducing Grace-MSP™

### TECHNOLOGY OUTSOURCING IN FLORIDA

With Diversicom Corporation's **Grace-MSP™** (Managed Service Provider) portfolio you have an entire Virtual IT department at your disposal. The Virtual IT department manages every component of your business computing infrastructure 90% accomplished remotely, resolving and preventing problems created by firewalls, servers, computers, Smartphone's, printers, VoIP quality of service, and software, such as with e-mail correspondence, and more. There are no hourly break/fix charges either. With **Grace-MSP™** everything is covered by a fixed monthly cost, like adding a new employee, except that you're adding an entire group of business and technical professionals.

Computer problems will begin to disappear with **Grace-MSP™** adding valuable end-user work productivity hours to your revenue stream. The sales force will not have problems connecting to the office. Your administration will not have problems sharing documents, using critical business applications, such as MS Office, or Accounting applications. Your customers will not have their e-mails repeatedly bounced. In addition, with **Grace-MSP™** your servers and critical files are backed up everyday on-site, and also backed up to a remote Datacenter.



Growing companies all hit points in the expansion of their business where technology is not meeting the true needs of the business, or the business has grown to the point of over utilizing the technology. Once you sign up for the **Grace-MSP™** program, your Virtual IT department immediately begins looking at your technology infrastructure and works with you to determine what is not working for your business, which processes need to be improved, what equipment needs repaired or replaced, and more. At this point, any problems identified are resolved, and there are no special or extra charges to do so. Everything that touches technology is covered by **Grace-MSP™** in your business.

## MANAGED SERVICE PROVIDER (MSP) DEFINITION

A managed service provider (MSP) provides delivery and management of network-based services, applications, and equipment to enterprises, residences, or other service providers. Managed service providers can be hosting companies or access providers that offer services that can include fully outsourced network management arrangements, including advanced features like IP telephony, messaging and call center, virtual private network (VPNs), managed firewalls, and monitoring/reporting of network servers. Most of these services can be performed from outside a company's internal network with a special emphasis placed on integration and certification of Internet security for applications and content. MSPs serve as outsourcing agents for companies, especially other service providers like ISPs, that don't have the resources to constantly upgrade or maintain faster and faster computer networks.

In addition to such basic communication service as leased line wide area network (WAN) and frame relay service, an MSP can manage and integrate a range of activities associated with enterprise networks. The range of outsourcing services includes basic transport and access, managed premises, Web hosting, VPN, unified messaging, video networking, or other more sophisticated services. The market for managed services is forecast to grow about 20 percent annually, according to The Yankee Group, due largely to the need for enterprises to be more flexible and timely in getting to market and communicating with customers.

Nortel Networks, Lucent, and Checkpoint are three of the best-known companies that provide MSP services. Managed service providers sometimes are referred to as management service providers, which also manage information technology services for companies. However, some industry experts say managed service providers provide a broader range of services than management service providers, which tend to limit themselves to monitoring services for servers, routers, firewalls, and other applications. Management service providers typically deliver infrastructure management services on a subscription basis, similar to the model used by application service providers (ASPs). They most commonly offer network- and application-monitoring services to e-businesses. URL Source: [http://searchchannel.techtarget.com/sDefinition/0,,sid96\\_gci522393,00.html#](http://searchchannel.techtarget.com/sDefinition/0,,sid96_gci522393,00.html#)