



Outsourced IT Support

Eze Castle Integration is the leading provider of outsourced IT services to investment management firms. We know what it takes to keep your firm running successfully and provide all the benefits of a highly developed internal IT department at a fraction of the cost. Our vast knowledge base assures that someone on our team has addressed nearly every conceivable issue your firm will face. If you need a custom-built technical solution or simply want to explore new technology, you can tap into our entire IT organization. At Eze Castle, our entire team becomes part of your team. In fact, more than 500 hedge funds, managing over \$300 billion in assets, rely on Eze Castle to be their single source for IT services and technology solutions.

Client Support

Eze Castle offers support agreements at varying levels of commitment. All include quality, timely and professional on-site support, as well as live 24x7x365 Help Desk support. Eze Castle will customize these support agreements according to each client's specific needs at any given time. A major project such as a relocation or startup may require more hours from an Eze Castle engineer; and when all systems are in place and running smoothly, clients may choose to decrease their level of support.

Dedicated On-site Engineer

Eze Castle can place one or more technology professionals at your firm on a full-time basis. You receive all the benefits of a regular support contract plus the presence of an Eze Castle engineer to assist

you at all times. Our highly trained and certified IT professional engineers will look and feel like employees of your firm, without taking up any of your time in HR-related tasks such as interviewing, hiring, training or providing performance reviews.

Account Management

Account managers are assigned to all clients with a monthly service agreement or dedicated on-site Eze Castle engineer. Your account manager will ensure your initiatives are coordinated, designed and implemented to your every requirement. Regular meetings are scheduled to discuss technology questions, budgeting, outstanding issues, new ideas and software or hardware upgrades. Your account manager can also act as the primary contact with your third-party vendors, saving you time and money.

Support & Maintenance

Post-installation, Eze Castle provides continuous, comprehensive and cost-effective maintenance and support that helps ensure maximum system performance, reliability and availability.

OUTSOURCED IT SUPPORT BENEFITS

- Certified IT professionals available 24x7x365
- Reliable and rapid user support
- Proactive system monitoring and maintenance
- Simple hardware and software procurement

❖ About Eze Castle Integration

Eze Castle Integration (www.eci.com) is the leading provider of technology and IT services to the investment industry. The company's service areas include Startup and Relocation, Outsourced Technology Support, Professional Services, Telecommunications, Disaster Recovery and Business Continuity Planning, Archiving, Storage, and Internet Service. Eze Castle Integration is headquartered in Boston and has offices in Chicago, London, Los Angeles, Minneapolis, New York, San Francisco, and Stamford. © 2009 Eze Castle Integration, Inc.

Help Desk

At Eze Castle Integration, we understand that technology is not infallible—unforeseen questions and issues will arise. These issues need immediate attention to keep a firm up and running at full capacity. We feel that no IT team is complete without a full-service, round-the-clock Help Desk. Our Help Desk is available to Eze Castle clients to ensure that their technology is fully functional at all times, providing real-time response to any IT issue or question.

The fully staffed 24x7x365 Eze Castle Help Desk ensures that each issue is given priority and resolved in a timely manner. With years of experience behind them, Eze Castle Help Desk engineers are extremely knowledgeable and well-versed in handling any unexpected IT issue or general support question that a firm may encounter. Engineers also leverage Eze Castle's centralized knowledge base repository for best practice solutions to client issues.

Eze Castle Help Desk Features

- Staffed 24x7x365 by knowledgeable New York City-based Eze Castle engineers
- Network Operations Center (NOC) using enterprise-level tools for real-time monitoring, alerting and management of client environments
- Remote accessibility of client PCs, servers and networks to troubleshoot and resolve incidents in real-time
- Web-based incident reporting and status tools for end users
- IT professionals with expertise in networking, security, telecommunications and applications including Microsoft Exchange and Excel, Order Management Systems and Investor Relationship Management
- Central resource and client advocate in addressing issues with third-party applications or services
- Service Management System allowing centralized trouble ticket tracking and reporting for streamlined client support and rapid problem resolution

The Help Desk is dedicated to keeping our clients up and running at all times. With the Eze Castle Help Desk, clients know that they always have access to the best and brightest engineers and technicians.

HELP DESK BENEFITS

- 24x7x365 access for first contact resolution
- Dispatch to on-site services
- Fully certified and accredited with all major technologies
- Central Service Management System
- Deep Knowledge Base Repository

MORE INFORMATION

Eze Castle Integration is a leading provider of IT services for investment firms.

To learn more,
Call today: 800.752.1382
or Visit our website at www.eci.com

