



Integrated **IT** Solutions

Graffen's vast industry-specific experience and expertise help customers integrate advanced technology into their core business objectives. For nearly 50 years we have specialized in giving our customers a competitive edge through technology solutions that streamline organizational and workflow processes and reduce costs.

Unmatched Expertise, Superb Solutions

Our experienced IT experts get the job done quickly and correctly, employing a range of skills and product offerings that are unique to the marketplace. By partnering with Graffen for your IT needs, you'll have the knowledge of our entire staff at your fingertips. In addition to your assigned Lead Technician, you'll have the reliable support of our other IT team members, including:

- Technical Engineers
- Project Managers
- Help Desk Technicians
- Hardware Specialists
- Consultants
- Customer Service Representatives

From digital dictation solutions to DNS analysis to desktop support, Graffen's technology experts will provide you with the advice, products and complete support you need to maximize operational efficiency.

- Work mobility, including BlackBerry, SmartPhones, iPhones and other PDA devices
- Network design and implementation
- Hardware procurement
- Desktop, on-site, remote and managed services support options
- Data storage and disaster recovery planning
- Remote and local data backup solutions



Providing the **legal and healthcare** professions with integrated business solutions has been a Graffen specialty from the start. We have vast experience with law firms, medical practices, hospitals and outpatient facilities of all types and sizes.

Smaller Firm? Graffen will fulfill the role of Chief Information Officer, supporting your organization as though our IT experts were members of your own staff.

Preventive and Proactive Support

Beyond basic IT consulting services, Graffen's managed service plans offer a proactive approach to IT support for a competitive fixed monthly rate. We will continuously monitor your network and its integral components — including virus protection, network security and backup systems — to minimize downtime, protect critical data and prevent problems.

Graffen IT Solutions Feature...

- Support plans, including Help Desk, on-site support and managed services
- Mobility solutions, including BlackBerry and other PDA devices
- Remote access solutions, including Citrix and ThinWorx
- Server, application, email and network hosting options
- Dictation strategy and solutions
- Support for industry-specific applications
- Print management, tracking and cost recovery
- Consultation for hardware procurement
- Remote and local data backup solutions
- Disaster recovery planning
- Consulting for efficient technical policies and procedures
- Vendor management
- Licensing and software management
- Hardware inventory management
- Project management
- Staff augmentation

Graffen IT Partners

- Compellent
- VMware
- Dell
- Hewlett Packard
- THINWORX
- Lenovo
- Barracuda
- ESET
- eSoft
- Cisco
- Microsoft
- BlackBerry
- Symantec
- Postini



Green Graffen programs can help your business reduce its environmental footprint.

Graffen's Golden Guarantee—If you're not happy with our services, we'll refund your money.