

Appia Communications Announces Desktop and Server Support | Service is aimed at freeing IT staff from time-consuming routine workload

TRAVERSE CITY, Michigan — September 10, 2007 — Appia Communications, Inc., a leading provider of managed IT and telecom services, today announced a new service for remote support of desktops and servers. The service, called LANCare, is targeted at small and mid-sized businesses, who often have limited IT resources. LANCare enables companies and organizations to outsource the day-to-day maintenance that is now left to in-house staff to manage.

"Most performance issues with desktops and servers are caused by improper maintenance," said Victor von Schlegell, Appia's president. "LANCare automatically performs regular updates and maintenance, so the hardware operates efficiently." But Appia anticipates that the greatest benefit of the service will be to free IT staff time. "IT spends an inordinate amount of time on day-to-day issues with desktops and servers—time that could be much better spent on tasks that contribute to the bottom-line," continued von Schlegell.

To deploy the service, an agent is installed on each desktop or server. Software updates, system checks, and other tasks are then completed automatically according to a predetermined schedule.

For example, each week, the agent checks hard drives to see if they need to be defragmented. If they do, the agent runs the function automatically. If Symantec, Spybot, or other similar programs, need updating, the updates are downloaded and installed. Once the updates are in place, a scan is run. LANCare can also provide proactive alerts for CPU, memory and hard drive capacity.

Even complex and time-consuming tasks like software deployment can be handled by LANCare. The software is simply added to the list of approved applications, uploaded to a network server, and downloaded automatically to each device. LANCare can also be used for asset management, providing easy access to reports on device, system, and software inventories.



For more information about LANCare and other managed IT and telecom services from Appia Communications, please call 877.277.4297 or visit www.appiaservices.com.

About Appia Communications

Appia Communications is a leading provider of managed IT and telecommunications services. Our mission is to enable small and mid-sized companies and organizations to realize the benefits of Internet Protocol (IP) technology. Our managed solutions help our customers to reduce costs, enhance employee productivity, improve customer care, and allow them to compete more effectively against much larger enterprises.

Headquartered in Traverse City, Michigan, Appia has operations in New York, Chicago, Los Angeles, Detroit, Indianapolis, St. Louis, and other markets in North America and Europe. For more information, please call 877-277-4297 or visit www.appiaservices.com.