

## Managed Service Plans



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## Managed Information Technology Services

System downtime, viruses, spy ware, losses of productivity... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive

At Linked Technologies, Inc., we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

The Managed Service Plan provides affordable proactive IT management and support to growing businesses. Utilizing our unique IT automation framework for providing managed services, Linked Technologies, Inc. provides a range of proactive services to keep your computer systems up and running and your people and business productive.

Some of the benefits you will experience are:

- Proactive VS reactive IT management
- Automation of key IT tasks
- Flexible Scheduling
- Access to a staff of technical experts for you and your users
- A complete managed process for getting users connected to the business center network
- Web based ticketing system for submittal of issues and related tasks
- Increased productivity

### Managed Server Service:

- Microsoft Windows Server Patch Management
- Microsoft SQL Server Patch Management
- Microsoft Exchange Server Patch Management
- Virus Definition Management
- Backup Monitoring
- Hardware Firmware Management
- Service Monitoring with proactive notifications

### Free Server Disaster Recovery (DR) Coverage\*

- Hardware Failure – Your warranty coverage from IBM will get you back to a C: prompt, we'll take you the rest of the way at no cost to you!
- OS Security Exploitation – If your OS goes down due to a vulnerability exploit, we'll bring it back up – at no cost to you!
- Virus Infection – If your server is exploited by a virus and goes down – we'll bring it back up, at no cost to you!

Managed services benefits include the following list as well as up to 20% reduced hourly rates. See cost sheet for more details.

<b>Patch Management</b> - Fully automated patch management. Scheduled security patch scan, patch deployment and history with the click of a mouse. Scalable, secure, configurable and location independent.	X	X
<b>Security Log Monitoring</b> - Daily monitoring of machine security logs to help ensure safe and secure networking environment.	X	X
<b>Virus Log Monitoring</b> - Daily monitoring of machine virus logs to help ensure a safe and virus-free networking environment along with monitoring for up-to-date virus definition files	X	X
<b>Integrated Reports</b> - Comprehensive integrated management and operational reports. Customization for your specific needs is always available. Deliverable in a variety of formats from email, web and printed-paper copies direct to your location.		X
<b>Helpdesk Remote Control</b> - Linked Technologies can access your computers remotely from anywhere - securely and safely. We can access PCs behind firewalls and NAT without port mapping or infrastructure changes through industry-leading maximum encryption technologies, see below.		X
<b>Maximum Security</b> - Encrypted communication using 256-bit RC4 with rolling keys. No open ports. No plain-text data packets the network. Nothing for attackers to exploit.		X
<b>Remote Helpdesk</b> - Submit tickets via Email: Application problems, Windows Problems, Network issues, email issues, using your block hours or as needed.	X	X
<b>Application Deployment</b> - Complete software installations and software updates across the organization with a mouse click. Easier and more flexible than SMS and other solutions.		X
<b>Computer Cleanup Wizard</b> - A collaboration of programs that run on machines during the night to fix/repair inaccuracies. Spyware management, Disk Defragmentation, Temp Files Cleanup, Virus Definitions management and workstation Microsoft Group Policy updates.		X
<b>Application Bandwidth Monitoring</b> - Discover if certain applications are compromising your system's performance by consuming more resources than necessary.		X
<b>Asset Management / Hardware Warranty Notification</b> -Integrating seamlessly with the PC Inventory feature, manage your computing infrastructure with comprehensive scheduled LAN audits on the frequency you specify. Fully automated and always up-to-date.	X	X
<b>Edge Device Support</b> - Linked Technologies, Inc. can monitor your key network resources such as: management-enabled switches, firewalls and printers (if networked). We can alert you to potential problems, often before they become outages.		X
<b>Application Installation Notification</b> - Receive notifications if applications were installed on machines that you specify.		X
<b>Application Blocking</b> - Prohibit certain computers from running non-business applications.		X
<b>Individual Remote Access</b> - Access your work machine from outside of the office. You'll have direct access to your PC's desktop, using the same security encryption as the other program features all without the expense and management overhead of traditional remote access solutions.		X
<b>Daily System Audits</b> - Daily review of machine system logs to help ensure maximum up-time and issue identification.	X	X
<b>Daily Backup Monitoring</b> - Daily review of backup log reports from industry standard solutions such as: Symantec Backup Exec, Computer Associates ARCserve, Microsoft Backup and issue tracking, as identified by the system, from SonicWALL CDP. Whatever your backup scenario, Linked Technologies, Inc. can monitor logs and alert you to potential problems.	X	X
<b>Monthly Management Reports</b> - Monthly comprehensive and executive summary reporting showing all maintenance, patch level revisions, managed assets, etc.	X	X

<b>Hardware Change Notification</b> – Linked Technologies, Inc. can provide your company’s internal IT resources and/or executive management team about any hardware changes to a machine under management. This covers hard drive swaps, memory allocations, etc.		X
<b>Application Log Monitoring</b> – Daily review of machine application logs to help ensure applications on managed machines are operating properly and not generating errors.		X
<b>Customizable Report Generation</b> – Linked Technologies, Inc. can customize reporting on a monthly or bi-weekly basis, should your needs require more comprehensive report.		X
<b>Unlimited Phone/Remote Support</b> – Relax in the comfort of knowing that support is only a phone call away at no additional charge to you. Further, relax in knowing that it is our goal to provide upwards of 80 – 100% of our support remotely for our premium customers.		X
<b>Monthly Server and Workstation Periodic Maintenance</b> – In addition to monthly clean-up tasks and patch management, Linked Technologies, Inc. will run additional tools and IT processes against workstations and servers under contract to ensure the maximum possible uptime of your networking environment.		X
<b>Network Administration and Maintenance</b> – Linked Technologies, Inc. will, at no additional charge to you, act as your network administrator. In doing so, we’ll automatically renew all software subscription services, such as anti-virus, anti-spyware, anti-spam and maintenance contracts with hardware vendors, insuring continuity of service. Additionally, we’ll add and delete new and no-longer needed user accounts and shares for you.		X
<b>Exchange, IIS and SQL Administration and Maintenance</b> – Linked Technologies, Inc. will ensure the health of all three of the aforementioned services, if running on your network. We’ll monitor Exchange for growth limitations, database health and usage spikes. We’ll secure IIS and provide reporting, if desired, on usage. And of course, we’ll provide you the same high level of service to MS SQL as you expect from IIS and Exchange.		X
<b>Priority Support Queue Escalation</b> – Provides you with the assurance that you will speak with a technician or engineer with our “next in line” prioritization. We guarantee that we’ll begin addressing your support request within four hours of placing your service request with our central dispatch service.		X
<b>Remote Backup Management and Monitoring</b> – In addition to simply just reviewing your backups for errors, Linked Technologies, Inc. will offer guidance on industry best-practices regarding backup and archival data storage and retention. Further, if we identify a problem with your backup, we’ll take corrective action on your behalf to remedy the situation.		X
<b>User and Workstation Account Setup and Creation</b> – No change to premium managed service customers for new workstation domain additions, configuration to corporate adherence (MS Group Policy & anti-virus). Additionally, user configuration and addition to the workstation and network for new or existing users is complementary for premium customers.		X
<b>New Hardware Basic Configuration and Build</b> – No change basic computer setup at the offices of Linked Technologies, Inc. on new computer hardware acquisitions. This service includes: stripping of unnecessary and unwanted manufacture software, registration of the workstation with the manufacture of the hardware and operating system and an initial patching of the system to address the latest in security and stability patching from the operating system manufacture.		X
<b>Firewall Monitoring, Firmware Updates, and Off-Site Configuration</b> – Linked Technologies, Inc. will provide automated email alerts to you with regards to firewall traffic and usage in an executive management format (applies to SonicWALL branded firewalls only). Additionally, all firmware upgrades will be automatically applied to your firewall by our engineers, ensuring the latest protection against known internet attack venues. Finally, Linked Technologies, Inc. will backup and store your firewall configurations off-site for you, ensuring that should you have a problem with your firewall, we can quickly and responsively address and remediate the situation.		X

<p><b>20% Off On-Site Services</b> – Should your situational needs require us to come to your office location; you'll receive 20% off our published rates.</p>		X
<p><b>Comprehensive Issue Tracking and Analysis Reporting</b> – Linked Technologies, Inc. will continually keep you, our valued customer, in constant communication, if elected, on all open issues and provide analytical reporting to address your concerns.</p>		X
<p><b>On-Site / Project Service Credit Hours</b> – Our gift to you, our valued premium customer. For every qualifying payment received by Linked Technologies, Inc. we will automatically credit your account the corresponding number of service hours. These hours maybe used by you for project management or on-site services, at your discretion.</p>		X
<p><b>Regularly Scheduled Status Meetings</b> – Combining our comprehensive understanding of your network and your individual business needs, Linked Technologies, Inc. will schedule regular (interval determined between sales and the customer) review meetings to ensure that Linked Technologies, Inc. is meeting your needs and provide feedback to you about your network operations.</p>		X
<p><b>Technical Liaison with Vendors</b> – Should you experience a problem with a piece of network equipment under contract with Linked Technologies, Inc. we will work with the manufacture or OEM to provide you the quick resolution without having to waste your valuable time on issues which are not your core-business objectives.</p>		X

## **Onsite Service**

### **Comprehensive System Administration and System Monitoring Services**

#### **Features**

- ▶ **On-site setup and ongoing maintenance of Windows OS-based workstations and servers and Networks**
- ▶ **Knowledge transfer to in-house administrators and end users**
- ▶ **Flexible packages with a wide range of task options**
- ▶ **Optional on-site hardware maintenance**

#### **Benefits**

- ▶ **Increase efficiency: respond faster to problems and meet required service levels**
- ▶ **Maximize productivity: reduce your support workload with an on-site system expert**
- ▶ **Increase effectiveness: augment the skills of in-house system administrators**
- ▶ **Realize value: reduce your cost of ownership**

#### **Expert Management of Your MS Windows Systems**

Now you can maximize the productivity of your systems by augmenting your staff's skills with the expertise of our engineers. Through our On-Site System Administration services, one of our systems engineers will perform crucial system setup, administration, upgrade, and expansion tasks. If you choose, the engineer will perform hardware upgrades and maintenance.

#### **Comprehensive, Customized Services**

With the flexible packaging options of On-Site System Administration services, you can purchase the services of an on-site engineer for a specified number of days to be used over the course of a year or a certain number of days per week for the entire year—all the way up to full-time, five-day-a-week administration. Clients with a full service contract can take advantage of our Windows On-Site System Administration to schedule replacements for planned absences such as vacations. Your on-site engineer can perform any of these tasks:

- **Install and configure new systems and users**
- **Perform basic system administration tasks such as disk management, space and memory allocation, operating system upgrades, and patch management**
- **Monitor the performance and availability of designated systems, proactively and reactively address problems, maintain a log of activities, and provide end-user administration services, including backup/restore**
- **Identify and correct problems in Windows operating system use and provide alternative solutions where necessary**
- **Assist with the allocation of system resources and operating system tuning and configuration**
- **Write scripts to automate necessary procedures such as backup applications**
- **Install and test any licensed software updates, releases, and patches provided by us and third parties**
- **Assist users with system operation, optimization, and debugging**
- **Conduct on-site tutoring in system features for users**
- **Provide periodic written and/or oral progress reports**
- **Perform error log monitoring, analysis, and resolution**
- **Assist in hardware failure determination and resolution**
- **Hardware maintenance as required by platform; diagnosis and repair of defective hardware by replacing parts; and installation of hardware upgrades and new systems**

# Semimonthly Executive Summary

On the 1<sup>st</sup> of every month you will receive an Executive Summary that will show you the health of your network for the past 30 days at a glance. Plus, Your IT Manager will have access to over 50 customizable reports.

## Company Name

Executive Summary Report:  
 Created: 9:23:28 am 3-Nov-06  
 For **all machines** in the group  
 For data collected in the last 30 days

Client Information		Network Health Score	
Contact Person	Mike Miller	Patch Score	31% * 2/7
IT Manager	Dave Snyder	OS Score	100% * 1/7
Servers Managed	2	Disk Score	85% * 2/7
Workstations Managed	18	Automation	48% * 1/7
Total Systems Managed	20	Fragmented Drives	5% * 1/7
<b>System Activity Last 30 Days</b>		<b>55%</b>	
Patch Scans Completed	643		
Patches Installed	4	<b>Operating Systems</b>	
Audits Completed	988		
<b>Backup Service</b>		<b>Patch Status</b>	
Successful Backups	0	Patch Approval Policy Applied	
Failed Backups	0		
<b>Automated Services (11PM)</b>		<b>Alarm Notifications</b>	
Rescheduled Automation	148	Alert Event Log	171
SpywareScan	0	Alert LAN Watch	14
Defragmentation Check	273	Alert Agent Offline	4
Defragmentation Needed	30	Alert Agent Online	4
Windows Disk Cleanup	272	Alert Backup Alert	2
Crashed Applications Found	50	Agent Set <input checked="" type="checkbox"/> Workstations	10
Logon Failures	0	No SNMP Alarms Found	0
<b>Spyware Count</b>		No System Check Alarms Found	
<b>Ticket Status</b>			
Tickets Created Last 30 Days	0		
Total Tickets Past Due	0		
Tickets Closed Last 30 Days	0		
<b>Disk Space Used</b>			

# SOLUTION SUMMARY

## Servers

\_\_\_\_\_ Servers Standard Plan @ \$49.95 per Month (with NO DR Coverage).....\$ \_\_\_\_\_

\_\_\_\_\_ Servers Premium Plan @ \$295.00 per Month (no DR Coverage).....\$ \_\_\_\_\_

\*Initial investment on backup storage equipment required. Each backup device requires approximately three times the storage needed per server on the backup plan. Ask about the details. If more than 1 month of data retention is needed more storage may be required.

## Workstations

\_\_\_\_\_ Standard @ \$19.95 per month .....\$ \_\_\_\_\_

\_\_\_\_\_ Premium @ \$49.95 per month .....\$ \_\_\_\_\_

## Firewalls

\_\_\_\_\_ Standard @ \$10.95 per month .....\$ \_\_\_\_\_

\_\_\_\_\_ Premium @ \$50.95 per month .....\$ \_\_\_\_\_

## Onsite Service

\_\_\_\_\_ Hours per month (4hr Blocks 1 Block minimum) ..... \$125.00 (Engineering Rate)

\_\_\_\_\_ Hours per month (4hr Blocks 1 Block minimum)..... \$90.00 (Technician Rate)

Through the Managed Services Plan above; Onsite Traditional Services are billed at a reduced hourly rate of up to 20% less than \$125.00 an hour rate (100.00 /hr). This does not include after hours/weekend/holidays.

**Total Monthly Investment** ..... \$ \_\_\_\_\_

Non Profit Discount \_\_\_% only applicable to workstations and server managed services, onsite service does not apply.

**Total Monthly Investment (After discounts)**..... \$ \_\_\_\_\_

## Client Information

Company Name: \_\_\_\_\_

Contact: \_\_\_\_\_

Contact email address: \_\_\_\_\_

Authorization Signature: \_\_\_\_\_ Date: \_\_\_\_\_