

Service Level Comparison



Feature	Standard	Premium	Premium Plus	Managed
Network Monitoring				
24 X 7 Network monitoring	✓	✓	✓	✓
Availability status and notifications	✓	✓	✓	✓
Performance reporting	✓	✓	✓	✓
Solution warranty	✓	✓	✓	✓
Technical support	✓	✓	✓	✓
Upgrades and patches	✓	✓	✓	✓
Network Support				
Onsite support		As required	Scheduled	As required
Remote support		✓	✓	✓
Emergency support		✓	✓	✓
Service level agreement		Optional	Optional	Mandatory
Network/ITSM assessment			✓	✓
Program Pricing				
Network Monitoring				
- Per key network element**	Call	Call	Call	Call
Network Support				
- Per hour			Call	
- Per user				Call
- Per incident		Call		Included
- Monthly contract pricing	Fixed	Variable	Fixed	Fixed
Contract Terms				
- Minimum period	1 year	1 year	1 year	2 years
- Set-up fee	✓	✓	✓	✓
- Labor discount on support			✓	✓

** Key network element (KNE) includes switches, servers, routers and other mission critical devices. For the purpose of this MSP agreement, 4 desktops = 1 KNE when calculating the total KNE supported.

Escalation Action

Our Premium, Premium Plus and Managed service packages include escalation action in the event that an imminent failure cannot be resolved remotely within 1.5 hours of detection. Please refer to our service level overview for further details.

Starter Package

Our Premium Plus service starts from 2 hours of proactive monthly support with monitoring of 2 KNE's for \$310 per month. Please refer to our service level overview for further details.



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Service Level Comparison



Technology Overview:

- Web-based application
- Remotely monitors public and private IP without security re-configuration
- Agent-based technology with N-tier architecture
- Monitors TCP services, hardware metrics, generic logs
- XML-based communication
- Hierarchical views by location and/or device
- Notification by email/pager
- Security conscious design
- Escalation management rules
- Performance reporting for business and technical users

An IT Partner *not* Provider

Small and medium businesses are continuing to scrutinize IT budgets. Service quality demands are at an all-time high and the Internet has revolutionized how organizations operate, which makes the "old-world" IT service delivery models ineffective. Our managed services program addresses your business pain, by:

- Monitoring the critical health status of devices and applications
- Remotely diagnose problems before they occur
- Capacity planning reports for informed IT purchasing and budget decisions
- Insight into re-engineering service level agreements (SLA) more efficiently
- Strong service management methodology through the ITSM standards of ITIL.
- Minimize network downtime that causes lost productivity
- Our team of experienced IT professionals that are on call 24 hours a day.

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Name	Connectivity	CPU	DNS	Disk	FTP	Generic-TCP	Generic-Log-Appended	Generic-Log-Batch	HTTP	IMAP	IMTP	POP	Process	SMTTP	SSH	SWAP	Telnet	Traffic	VNC	Ventas
Standard Life Management	⊗	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Stenotran	⊗	●	⊗	●	●	●	●	●	●	●	●	●	⊗	●	●	●	●	●	●	●
Stereo Plus	●	●	●	●	●	●	●	●	●	●	●	⚠	●	●	●	●	●	●	●	●
Stewart-Warner	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Sun Microchips	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Taylor Business	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Time Mobility	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Vice and Hunter	●	●	⚠	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Walmart Canada	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Wilson Enterprises	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●

⊗ Disconnected ● Normal ⚠ Warning ⊗ Failed ● NoData ⊗ Stale Data ⊗ Misconfigured Data

24x7 network monitoring provides peace of mind through proactive support

“Technology is the #1 budget item after HR, yet it is the least understood. Our focus and expertise is enabling businesses to reduce the maintenance costs and increase the service quality and reliability of their IT infrastructure.”

A Network Optimization Center

Network optimization not just operations!

Monitor: Monitoring of your network infrastructure has become as important and business critical as monitoring the security of the assets on your premises. Both should be outsourced to an expert.

Manage: Our MSP model delivers IT services on a 24x7 proactive basis. The result: the customer pays monthly for IT service and support they need based on agreed upon business expectations.

Optimize: "In 2003, the mantra for closing sales will be 'optimization.' Solution providers that help customers do more with the same equipment, and in some cases less, will win the deals. The gating factor to emerging technology in this stubborn economy remains limited IT budgets. That is why it is important to show clients how to save money by consolidating servers or storage, re-engineering procurement, deploying a new management infrastructure and the like, solution providers say."

- 5 Trends to Watch, Computer Reseller News, January, 2003



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