

Managed Services – Offering Description

Overview

Infiniti Systems Group's Managed Services is a cost effective approach to outsourcing the effort required to build or maintain an Information Technology infrastructure environment.

"Infrastructure" refers to:

- *computers that function as servers and workstations;*
- *hubs, switches, routers making up hard wired and wireless connectivity;*
- *printers, scanners, tape drives and other workflow peripherals;*
- *and software components relating to program and data backup, virus protection, and security.*

Deliverables

Managed Services clients receive the following benefits:

- Problem Resolution
 - Troubleshooting and repair of system malfunctions (break/fix).
- Preventive Maintenance
 - Avoids degradation and failures by providing such services as Firewall configuration review, Service Pack and version control, and other performance assurance actions.
- Remote Access Support
 - A VPN "tunnel" will be established to facilitate remote troubleshooting by Help Desk and IT Consultants. This allows rapid response to issues and frequently avoids travel delays and expense.
- Remote Event Monitoring
 - Anticipates failures by remote network monitoring and interpreting key components of system. Allows the management of potential down time into a scheduled activity.
- Dispatch Desk
 - Staffed response line for the creation of "Trouble Ticket" and dispatch of Information Technology Consultants.
- Help Desk
 - Staffed infrastructure support response line, ISG resolved or creates "Trouble Ticket" real-time, if unable to resolve the issue, and begins and escalation process.
- Virtual CIO/CTO (optional)
 - ISG's Information Technology Advisor assists the strategic planning and execution of IT services for the client.

Additional sampling of specific services provided under a Managed Services agreement are:

- Proactive problem prevention where feasible
- Software patch & upgrade management
- Installation of software upgrades
- Installation of new or replacement hardware as procured through ISG
- Data backup and Disaster Recovery oversight & periodic testing
- Hardware acquisition consulting and proposal/quote services
- Maintain system documentation and hardware inventory
- Strategic planning of IT Services

Other available ISG services not covered in a Managed Services Retained agreement are:

- Application program and/or web site development and maintenance
- Application/OS Package selection and implementation
- Security (vulnerability) reviews and audits
- Special project services including:
 - Staging of new hardware (ie: system preparation of O/S and application software)
 - Implementation of new servers
 - Addition of new components as procured by a 3rd party
 - New/replacement component Order/Staging
 - Data recovery
 - Implementing remote access / VPN's

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Service Levels

While Infiniti Systems Group can not guarantee that ALL problems can be resolved by our field staff, ISG warrants the following:

Hours of Operation (Monday through Friday except National Holidays):

- Dispatch Desk 8 AM to 6 PM
- Help Desk.....8:30 PM thru 5:00 PM
- On-site service 8 AM to 6 PM

Response Time *:

- Return call from Help/Dispatch Desk (calls received prior to 4 PM)..... 1 Hour
- On-site arrival: *
 - Severity 1 (all or part of client’s system unable to conduct business)
 - Calls prior to 10 AM.....One hour
 - Calls prior to 12 Noon..... One and one half hours
 - Calls prior to 3 PM..... Two hours
 - Calls prior to 5 PM..... Prior to 9 AM next day
 - Severity 2 (client’s system able to conduct business in restricted mode)
 - Calls prior to 12 Noon.....Same day
 - Calls after 12 Noon.....Next day
 - Severity 3(client’s system able to conduct business – nuisance issue)
 - Calls prior to 5 PM.....Next day or by appointment

** Assumes call received through Dispatch/Help Desk*

** Assumes greater Cleveland/Akron area locations*

** Exceptions will be communicated to client primary business contact when necessary*

Escalation Process

- Severity 1 (all or part of client’s system unable to conduct business)
 - One Hour Follow-up call to assigned IT Consultant
 - Two Hours ISG Managed Service Division Management involved
 - Four Hours..... ISG Business Development Management involved – call to client
 - Eight Hours..... ISG President involved – call to client
- Severity 2 (client’s system able to conduct business in restricted mode)
 - Two Hours Follow-up call to assigned IT Consultant
 - Four Hours..... ISG Managed Service Division Management involved
 - Eight Hours..... ISG Business Development Management involved
 - Twelve Hours..... ISG President notified – call to client

At each of the Escalation Milestones cited or sooner, ISG will give objective consideration to taking one or more of the following support actions:

- Additional telephone or on-site support from ISG technology staff.
- Additional telephone or on-site support from external contracted technology experts.
- Solicitation of support from applicable supplier and/or vendor.

Clients are invited to communicate directly with ISG management at any time per the list below:

<u>Function</u>	<u>Name</u>	<u>Extension</u>	<u>Cell</u>
Services Manager	Matt Bianco	226	(440) 346-9916
Vice President	Bruce Veness	227	(330) 221-8195
President	John Bianco	225	(216) 509-1100

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Service Structures

There are three basic fee structures available for the Service as illustrated below, the purpose of showing this table is to provide our clients with the ability to compare and contrast the differing service offerings available from ISG.

	On-Demand	Blocked Hours	Retained Service
Rate Basis:	Call us	10% Discount	Custom
After Hour Rate	Call us	10% Discount	N/A
Travel Charges:	Yes *	Yes *	No **
Dispatch Desk:	\$0	\$0	\$0
Help Desk:	(OD rate)	(BH rate)	Included
Problem Resolution:	Included	Included	Included
Preventive Maintenance:	Included	Included	Included
Remote Access:	Included	Included	Included
Remote Event Monitoring:	Optional	Optional	Required

* Travel charges are based on the selected fee structure' rate and are assessed in ¼ hour increments for travel TO client's only and will not exceed the time required from ISG offices to client facility.

** Retained Service waived Travel charges are limited to the Cleveland/Akron metropolitan area.

Rate Basis may be reduced from the On-Demand rate to Blocked Hour rate by either a minimum monthly commitment or by advance purchase of a block of hours (see below).

After Hour Rate applies to emergency services before 8:00 AM and after 6:00 PM and weekend services.

Remote Event Monitoring is a fixed monthly fee for the first, primary, device and a 50% discount for each additional device per month.

The Blocked Hours approach allows “rolling” under/over usage from one month to next with balances reconciled as each block is exhausted. The Block Hour rate may also be attained with a minimum monthly commitment. Blocked Hour services are paid in advance, typically in multiples of 3 months.

Retained Service is a flat rate approach where services are restricted (see above) and invoice detail is evaluated against actual time on a semi-annual basis and is subject to mutually agreeable adjustment at that time. A minimum of 90 days support history is required before a Retained Service bid can be made.

Critical Success Factors

The ability to successfully deliver this project on time and budget is dependent on the following factors:

- Dedicated and committed resources when required.
- Strong support from management.
- Proactive and effective communications.
- Annual commitment to the program.
- Access to required areas.
- Timely response to requested information.
- Patience with each other.

It can take from 3 to 6 months for us to understand and be familiar with your environment, staff, other vendors, and complex configurations. We will eventually learn how you prioritize and understand your subtler sensitivities - as you will ours.

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Detail Service Components

General

Problem Resolution (troubleshooting and repair of system malfunctions - break/fix)	As needed
Hardware acquisition consulting and proposal/quote services	As needed
Disaster recovery of servers	As needed
Document software and hardware changes.....	As needed
Maintain system documentation	As needed
Create new directories, shares, and security groups, new accounts, disable/delete old accounts, manage account policies	As needed
Performance Monitoring / Capacity Planning.....	Monthly
Determine & revisit logical directory structure, implement MAP and detail.....	Monthly
Reporting of work accomplished, work in progress.....	Monthly

Remote Systems Access & Monitoring

Ensure that all server services are running.....	Hourly
Ensure Internet connectivity.....	Hourly
Resolve or alert office manager to dangerous conditions.....	Hourly
• CPU Utilization	
• RAM efficiency (paging/swap failures)	
• Hard drive failures, free space warnings	
• Controllers losing interrupts	
• Network cards collision activity	
Confirm that backup has been performed.....	Daily
Confirm antivirus definition auto-updates have occurred	As needed
Confirm antivirus scans have occurred	As needed
Monitor directory replication	As needed

On-site Preventive Maintenance & Monitoring

Check print queues	Weekly
Check Router logs and event log of servers and identify any potential issues	Weekly
Install software upgrades	Weekly
Scheduled & perform off time server maintenance	Weekly
Keep Service Packs, Patches, Hot-fixes current per policy	Monthly
Run defrag & chkdsk on all (server) drives	Monthly
Clean and prune directory structure (keep efficient and active).....	Monthly

On-site Housekeeping - User

Setup new users including login restrictions, passwords, applications	As needed
Setup and change security for users and applications.....	As needed
Setup and maintain groups (departmental).....	As needed
Educate and correct user errors (deleted files, corrupted files, etc.).....	As needed
Exchange user/mailbox management.....	As needed
Permissions and file system management.....	As needed
Ensure MS Office applications function as designed.....	As needed

On-site Housekeeping - Security

Check firewall logs	Weekly
Perform IP scans (detecting unidentified/unusual access)	Weekly
Test backups with restores	Monthly

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Technology Partners



Information Worker Solutions
Networking Infrastructure Solutions
Advanced Infrastructure Solutions

Infiniti Systems group is proud to be a Gold Certified, Technology Partner of Microsoft Corporation.



Dell is the World's leading computer systems company and Infiniti is pleased to be a reseller of their products. Dell PowerEdge Servers, PowerVault and Dell EMC storage systems and PowerConnect Switches are superior building blocks for enterprise computing.



Secure Computing's (formerly CipherTrust's) IronMail e-mail gateway appliance provides the most effective, comprehensive protection for enterprise messaging environments. IronMail combines the five critical e-mail security components of spam and fraud prevention; virus and worm protection, policy and content compliance, e-mail privacy, and secure e-mail gateway capabilities into a single easy to deploy and manage platform.



Fortinet award-winning FortiGate series of ASIC-accelerated antivirus firewalls detect and eliminate the most damaging, content-based threats from email and Web traffic such as viruses, worms, intrusions, inappropriate Web content and more — in real time.



A division of 3Com, TippingPoint is the leading provider of network-based intrusion prevention systems that deliver in-depth Application Protection, Infrastructure Protection, and Performance Protection for corporate enterprises, government agencies, service providers and academic institutions.



As the market leader and innovator of 24x7 RF monitoring solutions, AirDefense provides a complete suite of wireless security and operational support solutions to enable risk-free wireless LANs.



Lenovo is an innovative, international technology company formed as a result of the acquisition by the Lenovo Group of the IBM Personal Computing Division. Featuring the IBM ThinkPad, Lenovo is a leader in the global PC market, with products serving enterprises and consumers the world over.



Based on an award winning breakthrough in security and usability called Identity-Based Encryption (IBE), Voltage offers automated policy-based encryption that reduces the risks associated with privacy and compliance.



The CyberAngel® Security Software utilizes our unique patented technology to Alert, Lock and Locate in the event of an unauthorized access of a computer. The CyberAngel® will Alert the registered user of any unauthorized access of that protected computer and lock the communication ports



Deliver the best user experience, increase operational excellence, and innovate with a comprehensive set of Cisco network solutions that address the present and future needs of your business, whether it is large or small.