

# NETWORK MANAGEMENT PLAN

## PLATINUM

**NETWORK MANAGEMENT PLAN** - Servers are the backbone of a company's network infrastructure and are critical to supporting the productivity applications of an organization. Ex-Cel Solutions, Inc. offers plans that support a company's servers via 24/7 remote monitoring combined with full remote and on-site support during normal business hours.

**SERVER SUPPORT** - remote and on-site support available 8am-5pm M-F, excluding holidays; exclusions to this support include line of business applications and problems due to hardware failure; to further minimize your company's exposure to risk, ask us about our full coverage hardware maintenance contract.

**SERVICE AVAILABILITY MONITORING** - We'll monitor the key services on your network to insure their availability to your business. If something isn't working properly, we'll often know before you will. Our staff will immediately work to remedy the problem in order to minimize, or completely eliminate, any lost productivity.

**UNLIMITED REMOTE SUPPORT** - We have implemented technology tools to take control of your desktop with your authorization. This allows us to see your problem and then fix the issue quickly. Over 80% of support issues are resolved with a "remote session".

**UNLIMITED ON-SITE SUPPORT** - Should you need onsite assistance; we will dispatch a qualified staff member to your location.

**UNLIMITED PHONE SUPPORT** - Help from a real person is always available. Call us at 402-333-6541 and you'll be in touch with a support representative whenever a computer related question comes up

**PREMIUM PC MANAGEMENT PLAN** - We provide a complete solution for supporting and managing the ongoing health of each computer in your company. Support includes full remote and on-site support during normal business hours. Our plan also involves patch and virus management to minimize security risks.

**UNLIMITED HELP DESK SUPPORT** - Help from a real person is always available. Call us at 402-333-6541 and you'll be in touch with a support representative whenever a computer related question comes up.

**EVENT LOG MONITORING** - We will proactively monitor your event logs to insure that warnings and signs of trouble are handled prior to them affecting your network health. Through advanced web based monitoring tools ESI engineers are alerted to critical issues as they occur.

**DRIVE SPACE MONITORING** - We monitor your drive space to assist each client with capacity planning to optimize your storage constraints. Through the use of this web based central console we will notify you directly to either remove files or add additional storage prior to it adversely affecting your business.

**LOG FILE MAINTENANCE** - Depending on your business needs we will determine the correct log maintenance schedule for your server. This process of maintaining your log files reduces your storage needs, increases your server performance and reduces the risk of downtime.

**MS EXCHANGE MAINTENANCE AND ADMINISTRATION** - We will actively manage your email queues to insure both inbound and outbound mail is flowing properly. At the same time ESI is monitoring your exchange services for responsiveness to insure your mail is functioning.



BACKUP MONITORING AND ADMINISTRATION - Ex-Cel Solutions, Inc. will assess your backup needs and make recommendations on how to best protect your business. With a robust backup regimen in place we will monitor and maintain your backup on a daily basis. we will insure that daily jobs are running and will monitor logs and investigate critical errors. In the event of data loss, we will be there to restore your data and will insure business continuity. Client will be responsible for daily change of physical tapes.

PATCH LEVEL MONITORING AND MANAGEMENT - We will monitor new patches available and apply applicable patches as needed. This enhances productivity by reducing security holes and other fixes provided by software vendors.

## **SECURITY**

USER ACCOUNT ADMINISTRATION - We will add and remove users as needed. We will insure proper profiles are applied for each user.

FILE SHARING PERMISSION ADMINISTRATION - We will work with you to determine the correct file structure for your organization. This will include helping you develop a file storage system and enabling end user access rights. We assist end users in administering the system and ensuring critical corporate data is protected.

SECURITY ADMINISTRATION - We will work with you to insure security best practices are in place and followed.

VIRUS DEFINITION AND PREVENTION - We monitor your virus definitions to insure you receive daily updates. This prevents viruses from infiltrating and corrupting your network.

SPYWARE DETECTION AND REMOVAL – We will detect and remove spyware from your desktop and laptop computers. This helps maximize productivity for all end-users.

## **CONSULTATION**

MONTHLY EXECUTIVE REPORTING VIA EMAIL - We will provide monthly summary reports of network activity. This includes any trending information that will allow for proper strategic planning as well as identification of issues that were resolved throughout the month. Our staff thoroughly reviews the reports in order to make appropriate recommendations to your organization.

QUARTERLY ONSITE REVIEW AND PLANNING SESSION - Just like having a full time employee, we will have scheduled meetings with you to review the ongoing health of your network. You will have an opportunity to discuss strategic growth plans and additional ways that your business can leverage technology.

ASSET REPORTING -We will work with you to track your technology assets. This provides our clients with a tool to both know what they have and how we should together manage those assets.

LICENSE MANAGEMENT - We will help track your license assets so that you can insure your business remains in compliance with licensing laws.

