

# **Preferred Care+**

We monitor all vital components of your network including your servers, firewalls, routers, and switches. Our automatic alerting system can notify you and our service team about issues that could impact your network system before it impacts your business with costly downtime expenses.

## **Network Management**

<b>Level</b>	<b>Bronze</b>	<b>Silver</b>	<b>Gold</b>	<b>Platinum</b>
Support Hours	8-5	8-5	8-5	24 x 7
ISP Management	Yes	Yes	Yes	Yes
Web Hosting Support	Yes	Yes	Yes	Yes
3rd Party Vendor Management	Yes	Yes	Yes	Yes
Router Management	Yes	Yes	Yes	Yes
Antivirus Appliance Management	Yes	Yes	Yes	Yes
Firewall Management	Yes	Yes	Yes	Yes
VPN Management	Yes	Yes	Yes	Yes
Asset Management	Yes	Yes	Yes	Yes
Project & Strategic Planning	Yes	Yes	Yes	Yes
Quarterly Meetings	Yes	Yes	Yes	Yes
Disaster Recovery Planning	Yes	Yes	Yes	Yes
Annual Technology Planning	Yes	Yes	Yes	Yes

## **Preferred Care+**

Our **Preferred Care** plan scans your system for required security patches, proactively repairs issues and maintains your systems to run at their peak performance. Just like with vehicles, preventative maintenance keeps your equipment running at its peak performance resulting in a productive work force. **Preferred Care** also allows businesses to budget for computer operating expenses with our unlimited plans.

### **PC Management**

<b>Level</b>	<b>Bronze</b>	<b>Silver</b>	<b>Gold</b>	<b>Platinum</b>
<b>Support</b>				
Support Hours	8-5	8-5	8-5	24 x 7
Unlimited Help Desk	Yes	Yes	Yes	Yes
Unlimited Remote Control	***	Yes	Yes	Yes
Unlimited On-Site Support	-	-	Yes	Yes
Unlimited Adds/Changes - Remote	-	Yes	Yes	Yes
<b>Security/Updates</b>				
Patch Management	Yes	Yes	Yes	Yes
Antivirus Software Management	Yes	Yes	Yes	Yes
Spyware Management	Yes	Yes	Yes	Yes
Spam Management	**	Yes	Yes	Yes
<b>Purchasing - Projects</b>				
Unlimited Purchasing Support	Yes	Yes	Yes	Yes
Unlimited Alison Support with Vendors	-	Yes	Yes	Yes
<b>Maintenance and Monitoring</b>				
Disk Space Monitoring	Yes	Yes	Yes	Yes
Event Error Log Monitoring	Yes	Yes	Yes	Yes
Backup Monitoring and Administration	Yes	Yes	Yes	Yes

#### **Legend**

- Not available as Unlimited, subjective to availability
- \* Billable Time
- \*\* Spam filtering available at a discounted rate, per mailbox
- \*\*\* 2 Remote support incidents per month included

## ***Preferred Care***+

A smooth running server is a productive tool. Just like with vehicles, preventative maintenance keeps your equipment running at its peak performance resulting in a productive work force. Our **Preferred Care** plan scans your system for required security patches, proactively repairs issues and maintains your systems to run at their peak performance, automatically without bothering your work force.

### **Server Management**

<b>Level</b>	<b>Bronze</b>	<b>Silver</b>	<b>Gold</b>	<b>Platinum</b>
<b>Support</b>				
Support Hours	8-5	8-5	8-5	24 x 7
Unlimited Help Desk	Yes	Yes	Yes	Yes
Unlimited Remote Control	***	Yes	Yes	Yes
Unlimited On-Site Support	-	-	Yes	Yes
Unlimited Adds/Changes - Remote	-	Yes	Yes	Yes
<b>Security/Updates</b>				
Patch Management	Yes	Yes	Yes	Yes
Antivirus Software Management	Yes	Yes	Yes	Yes
Spam Management	**	Yes	Yes	Yes
Spyware Management	Yes	Yes	Yes	Yes
Security Administration	-	Yes	Yes	Yes
File Sharing Permission Administration	-	Yes	Yes	Yes
<b>Purchasing - Projects</b>				
Unlimited Purchasing Support	-	Yes	Yes	Yes
Unlimited Alison Support with Vendors	-	Yes	Yes	Yes
<b>Maintenance and Monitoring</b>				
Disk Space Monitoring	Yes	Yes	Yes	Yes
Event Error Log Monitoring	Yes	Yes	Yes	Yes
Backup Monitoring and Administration	Yes	Yes	Yes	Yes
<b>Administrative</b>				
Emergency After Hours	-	-	-	Priority
Emergency During Hours	-	-	Priority	Priority
Company Administrator Login	-	Yes	Yes	Yes
Remote Support Portal Login	-	Yes	Yes	Yes

**Legend**

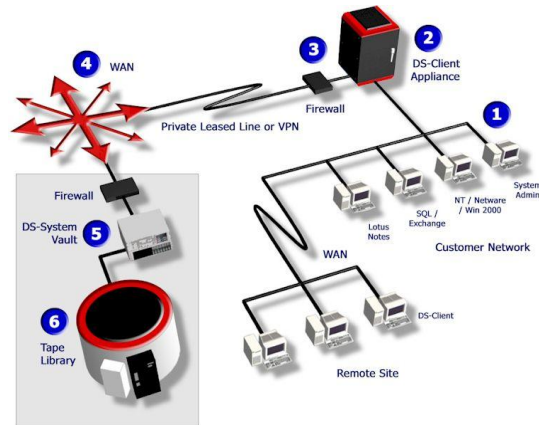
- Not available as Unlimited, subjective to availability
- \* Billable Time
- \*\* Spam filtering available at a discounted rate, per mailbox

## Preferred Care

### Remote Backup

Using your internet connection, we'll backup your files to a secure off-site data storage facility. Off-site backup services take the hassle and risk out of backing up and recovering data.

Most businesses do not have a disaster recovery plan, let alone take tape backups off premises. How long can your business survive after loss of data?



- **Preferred Care** provides an automated and unattended backup process ensuring that data held on PC's NT/NetWare<sup>®</sup> files servers, and application/database servers is securely backed up and transferred offsite via the DS-Client software.
- Backup data is transferred offsite to the **Preferred Care** secure Data Center via a TCP/IP connection .
- Sophisticated data compression technology, including common file elimination and delta blocking, maximize data transfer over the line connection.
- All AES encryption at customer's site prior to transmission offsite.
- **Preferred Care** provides a easy to use interface that simplifies the backup & recovery process and provides detailed information about scheduled operations.
- Centralized configurations of the **Preferred Care** DS-Client software enables a network administrator/IT manager to specify exactly what data is to be backed up, ensuring investment is not wasted by backing up unauthorized or unnecessary information.
- **Preferred Care** evaluation client enables accurate size of data volumes and transfer rates prior to full implementation of service.
- A user definable number of backup versions of files are retained on disk, for immediate online restore.
- Backup data required for legal or audit purposes can be held archived upon request.
- Backup data can easily be selected and restored online without the need to locate and identify tapes.
- **Preferred Care** response team on a 24 hour standby to support major data recovery by delivering requested backup data to the customer site.
- In the event of a major customer site disaster a portable **Preferred Care** DS-System is delivered to the customer site or to a specified disaster recovery site.
- Microsoft<sup>®</sup> and Novell<sup>®</sup> certified solution