

Since 1992, CSI Networks has been designing, installing and maintaining computer networks, repairing computers, and developing and hosting Web sites, thereby providing a one-stop Information Technology (IT) solution to businesses.

At CSI Networks, we have been working hard to enhance your IT experience by introducing proactive services to our support offering.

“Technology is the #1 budget item after HR, yet it is the least understood. Allow us to use our expertise to help you reduce your maintenance costs and increase the service quality and reliability of your IT infrastructure.”

One of the hardest things in maintaining a computer network is predicting what may fail and when. Managing a network by only reacting to issues can lead to lost time. Determining there is a problem, requesting help, waiting for technicians to be dispatched, waiting for diagnosis, and then more waiting for the problem to be resolved – All of this is lost time and productivity to your organization. At CSI Networks, we have a better way to serve you.

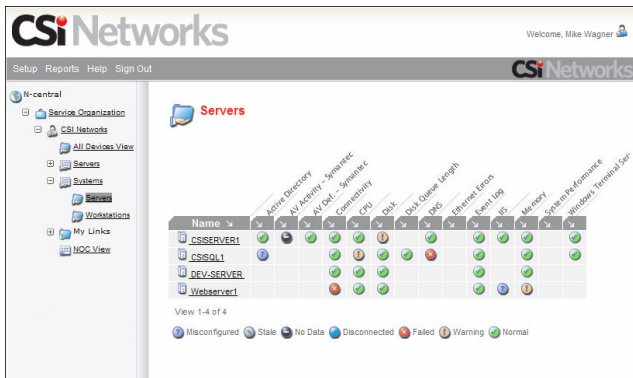


Figure 1: A Snapshot Showing the Monitoring Capabilities of CSI Networks

Why Choose CSI Networks as your Technology Support Partner?

We can help keep your key business tools like email, business applications, and internet up and running by working to reduce the number of issues that you experience. With our **CSI Support Program** we'll have technicians looking after your network to deal with issues BEFORE they affect your productivity.

As a full-service Information Technology (IT) company, CSI Networks has been providing computer and network support to the greater Sarasota area for 15 years. We are dedicated to providing organizations with predictable, business-focused IT services that optimize operations, manage risk, and deliver measurable business value.

Joe Brachle
CEO, CSI Networks

CSI Support Program

Our CSI Support Program can address your critical business needs by:

- **Giving you peace of mind:** Let us be your network watchdog, enabling you to focus on your core business activities instead of putting out fires when network disruptions occur
- **Enabling continuing business productivity by proactively** detecting and resolving issues BEFORE they happen through scheduled preventative maintenance activities that are designed to keep your network operating as efficiently as possible
- **Safeguarding the integrity of your network** by providing regular checkups to ensure that operating system patches, antivirus updates and other important elements of your network are being proactively guarded. We reduce the likelihood that your network will be compromised by a virus, worm, hacker or other malicious attack
- **Stabilizing and rationalizing your IT spending:** Through our proactive approach, we will remove 'emergency service call' from your vocabulary and help to create more predictable IT spending patterns
- **Access to a wealth of IT expertise, tools and experience:** Our engineers average over **15 years** of network and computer experience and are accredited by Cisco, CompTIA, Hewlett-Packard, Microsoft, Novell and others. We use industry-leading management tools to provide you with the highest level of service possible.

CSI Support

A Proactive¹ Solution for Workstations & Servers

Features

Description

Customizable, Partial List*

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| <ul style="list-style-type: none">✓ CIO & CTO services to help with your IT infrastructure planning needs✓ 24/7 UPS, CPU, Disk, Memory, & Event Log Monitoring✓ Antivirus, Anti-SPAM, & Anti-Spyware Management (Monitoring and Maintenance)✓ Services (Processes)✓ Network Management✓ Router Management✓ Server Management✓ Data Storage, managed tape, & offsite (remote) backup services & verification✓ Updates & Patch Management✓ Firewall Management✓ Reporting✓ System Optimization (Server)✓ Onsite Technician Time✓ Desktop Monitoring & Maintenance Services | <ul style="list-style-type: none">• With this service, we assist you with:<ul style="list-style-type: none">• Policy development• Budget planning assistance to determine future IT expenditures• Strategic technology planning and ongoing input on business impact of IT• Compliancy planning• 24/7 Availability, Performance and Predictive failure monitoring ensures your key business resources such as servers, applications, and many other devices and services are functioning optimally and efficiently• Ensures that your antivirus, anti-spam, and anti-spyware programs are functioning properly and updates to your system are being received and installed• Critical business services such as SQL, Exchange, Veritas Backup Exec, DNS, Antivirus, IIS, with more detailed information available on request• Remotely or locally monitoring and configuration of the network• Remotely or locally monitoring and configuration of the router (if router is not controlled by ISP)• New user and account creation, DNS, DHCP, WINS, user account management, data backup management, rights management• Storage solutions to protect your vital organizational data from corruption or theft, and ensure it can survive through disasters or other threats to its integrity• Patch Level Management to ensure that the Windows workstations in your network are always updated with the latest security patches• Firmware updates, firewall changes, and firewall monitoring• Comprehensive reporting to continually inform you about the current health of your network and to outline the work performed• Shut-down unnecessary services, defrag drives, remove unneeded applications• Scheduled onsite technician time for proactive and preventative maintenance• Monitor for hard drive capacity, performance and CPU workload• Ensure your antivirus program is functioning properly and updates are being applied to each desktop• Ensure each desktop is always being updated with the latest security patches• Assist with end-user questions and requests during our monthly on-site visit• Assist in designing and enforcing policies around application compliance to ensure that only approved software is running on your workstations• Assist with small projects like moving, adding, or changing desktops or users |
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CSI Support A Proactive¹ Solution for Workstations & Servers

Features	Description
<u>Customizable, Partial List*</u>	
✓ Email Performance Monitoring	<ul style="list-style-type: none"> Monitors all the essential elements of your MS exchange server to ensure the highest level of reliability and optimization
✓ Asset Management	<ul style="list-style-type: none"> Software licensing, hardware warranty, and monitoring
<u>Emergency Response Time</u>²	
Remote Support	2 Hour Response
On-site Support	4 Hour Response
<u>Billing and Support Hours</u>^{3, 4}	
Proactive On-Site & Remote Support During Business Hours	Predefined
Reactive On-Site & Remote Support During Business Hours	Optional (Discounted Rate)
After Hours (Scheduled) & Emergency (Unscheduled)	\$95/Hour (Discounted Rate)
Monthly Premium	Pricing varies according to hardware, software, and service requirements

We can also augment your CSI Support program with any or all of the following optional service modules:

- Optional Security Services**
 - Regularly scheduled vulnerability assessment scans to uncover security weaknesses within your network. If any are found, a comprehensive plan will be put in place to remedy these vulnerabilities (**OPTIONAL**)
 - Antivirus and anti-spam monitoring & management
 - Anti-spam email monitoring & management
 - Anti-spyware services
 - Patch level monitoring for operating systems and key applications
 - Firewall monitoring & management
 - Network infrastructure management
 - Asset management and license compliance
 - Periodic security reviews

- Optional Network printing services**
 - We can monitor and be notified of issues such as whether the printer is turned on, toner remaining, paper levels – CSI Networks can even view the exact error messages from your network printers' displays and quickly determine the best course of action to resolve them

We can also augment your CSI Support program with any or all of the following optional service modules:

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| Optional Application sourcing, deployment and licensing renewal services | <ul style="list-style-type: none">• With this service, we can take the hassle out of the sourcing and renewal of key applications like antivirus to make it one less thing to worry about at year end – we take care of it all so you don't have to |
| Optional Service level targets / Guaranteed uptime | <ul style="list-style-type: none">• For devices or services |
| Optional Disaster recovery planning | <ul style="list-style-type: none">• Help develop a plan that covers the data, hardware and software critical for a business to restart operations in the event of a natural or human-caused disaster |
| Optional Business continuity planning | <ul style="list-style-type: none">• |
| Optional Compliance-specific planning and services | <ul style="list-style-type: none">• SEC, NASD, HIPAA, Sarbanes-Oxley, Gramm-Leach Bliley, PIPEDA, C-TPAT, and others |
| Optional Failover / Redundancy | <ul style="list-style-type: none">• |
| Optional Extended support hours | <ul style="list-style-type: none">• Such as evenings and weekends, 24/7 |
| Optional After hours support | <ul style="list-style-type: none">• For maintenance and scheduled work |
| Optional After hours emergency support | <ul style="list-style-type: none">• |
| Optional Offsite (remote) backup services and data storage | <ul style="list-style-type: none">• |
| Optional Priority 1 (highest) in the service queue | <ul style="list-style-type: none">• Over all other non-CSI Total Care customers |
| Optional Proactive, scheduled network support & maintenance to support all critical devices and workstations | <ul style="list-style-type: none">• |
| Optional Unlimited reactive, scheduled network and end-user support | <ul style="list-style-type: none">• |
| Optional Unlimited emergency, unscheduled network support | <ul style="list-style-type: none">• |
| Optional SPAM and virus filtering of business email | <ul style="list-style-type: none">• Reduces the litany of junk email and potentially harmful viruses or trojans that can destroy your network |

*All plans and categories are customizable. CSI Networks engineers perform a complete Information Technology analysis documenting equipment, evaluating the system and making design recommendations to ameliorate functionality and scalability. CSI Networks offers services ranging from basic networking monitoring and reactive break and fix models to more complex solutions such as complete information technology management and strategic project planning. 1. This includes Availability and Proactive 24/7 Monitoring. 2. Guaranteed emergency response time; "Emergency" is defined as a total and systemic failure of components resulting in the cessation of critical business operations. 3. Business hours are Monday to Friday from 8am to 6pm ET. 4. The Optional component will be customized as a predetermined amount depending on clients' needs or billed at \$90/hour and \$95/hour for reactive and onsite remote during business hours and after hours and emergency, respectively.

All of our programs are customizable to meet your technical, strategic, and financial needs. Contact us today to receive complete pricing details and learn more about Managed Services!