Worry-Free Network Care

By popular request, we would like to introduce you to InfoStream's new Worry-Free Care Program! For a fixed monthly cost, we will take over a major portion of monitoring and maintaining your computer network at a fixed, predictable cost. In addition we are including up to four limited support incidents per month.
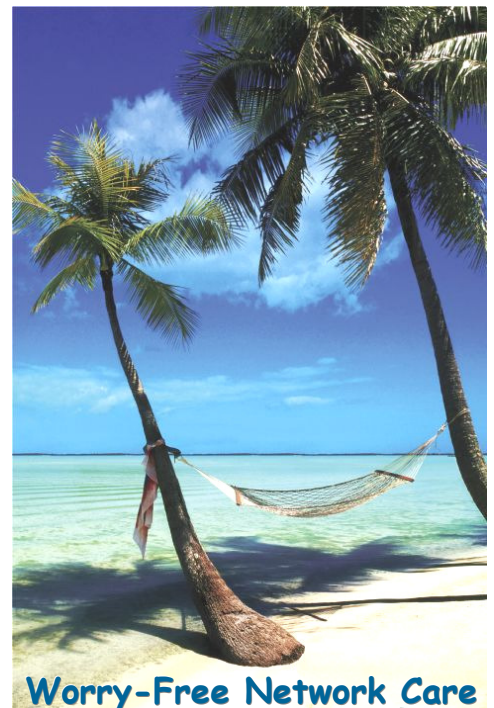
As always, our goal is to provide the highest level of service and care for our clients. You no longer have to do the worrying about backups, disaster recovery and impending problems.

In the past, most calls required a visit to your site and incurred a minimum 1 hour charge. Now we can remote in to any server or workstation and often resolve any issue in minutes!

For most of our clients, this complete package only costs $300/mo. A basic package is only $140/mo. If you are a quarterly server maintenance subscriber, you get an additional $40 per month off of the full package!

Why?

- ➢ Fixed price monitoring and support of common issues
- ➢ Free up in-house staff time for other work
- ➢ Know for certain your backups and systems are being checked
- ➢ Quicker response
- ➢ Reduced service charges
- ➢ Priority support
- ➢ Stay on top of major software upgrades

4 Hours:	Estimated monthly staff time freed up
$ 375:	Monthly estimated cost to regularly patch server, install upgrades, add/delete users and monitor the server.
$ 250:	Four (4) support calls at minimum charge of 1/2 hour.

Before….

4 Hours Staff Time Saved

Plus...

$ 625+/mo. Est. Expenses

After...

For $300/month Fixed Cost!
Basic Plan only $140

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For a limited time, we are able to include free 24/7 monitoring and updating! We can even patch your servers and reboot them in the middle of the night!

Acceptable Internet Use Policy

Worry-Free Network Care

InfoStream, Inc.

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Just <u>Some</u> of What's Included…	Vital Care	Worry Free Care
Proactive — 24/7 network monitoring, patching, repair and alerting.	✔	✔
Backups — Monitor all tape and disk backups (Backup Exec)	✔	✔
Disaster Recovery Monitoring — Check server image backups (Acronis)	✔	✔
Active Virus Pattern Monitoring—Ensure all security apps are updating	✔	✔
Server Updates — Monthly "Patch Tuesday" server updating	✔	✔
Service Packs — Service pack updates for server applications (Windows, ISA, SQL, Exchange, SBS, etc.)	✔	✔
Active Monitoring and Reporting — We actively monitor server space, memory use, services running, internet speed, mailbox issues and web use.	✔	✔
User Accounts and Mailboxes — Includes Add/Delete/Change for employee accounts and mailboxes		✔
Workstations Patching — Best-effort, centralized, workstation patching		✔
Application Upgrade: Backup Exec — Install any free updates to Backup Exec		✔
Application Upgrade: GFI — If you are on the GFI anti-spam maintenance program, get free upgrades installed at no charge as new versions are released.		✔
Application Upgrade: Trend — Trend regularly comes out with major new versions for active antivirus subscribers. We will install these new suites for free.		✔
Application Upgrade: Acronis — Those on Acronis maintenance get free upgrades. We download and install these for you.		✔
Support Incidents — Includes four free instances of remote support (workstation or server) for up to 15 minutes in length		✔
Priority Care — Clients on the Worry-Free Care program receive priority care and escalated problem response		✔
Cost	$140	$300

Price is for one network location with a primary server. Additional servers are an additional $70/month.