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Services Description

Essential Support

24 X 7 X 365 MONITORING

Our monitoring system will log and provide alerts on system status, including up/down status, hardware status, and performance status. We will address high priority alerts identified through our monitoring system. Any associated support requires a help desk support agreement, a pre-paid block of hours or a credit card on file.

ACCESS TO OUR TICKETING SYSTEM

We provide a client access portal to our ticketing system with tools for ticket management, accounting, and basic reporting information. You can manage all your company's service requests from one central location; provide updates, change status and access reporting information for your account. It's an excellent way to get 24X7 access to all of your information in one place.

ANTIVIRUS AND ANTISPYWARE MONITORING

We perform real-time monitoring of antivirus software status including signature file status, application status, virus and spyware activity and general antivirus health.

This service requires a standardized antivirus solution to be installed across all workstations being managed. Such standardized antivirus solution needs to be an enterprise level solution that can be managed from a centralized point. (e.g., Symantec End Point Protection is the most common Antivirus solution.)

ASSET / INVENTORY MANAGEMENT

This service provides real time access to machine and software inventory information, including comprehensive information regarding performance, specifications, and historical changes to the equipment being managed by ITonDemand.

PATCH MANAGEMENT

Patch Management includes ensuring your workstations and servers are kept up to date with the latest operating system patches, while diligently working to ensure that a patch does not "break" your environment. We research patches for known

conflicts, perform test deployments on similar environments, and review reports of bad patch releases prior to approving a patch for dissemination. After performing this due diligence, we then work to install the “passed muster” patches on your environment within 3 weeks of their release.

In the event that an installed patch proves problematic or incompatible with your environment, we have the ability to quickly roll back that patch installation. Given that it is not practicable to provide a 100% guarantee against problematic or incompatible patches, we offer to all of clients a guarantee that if a problem should arise we will have the rollback in place within 1 hour of identifying such an issue.

INCIDENT HISTORY REPORTS

We will provide history reports through our ticketing system. These reports include the detailed description, all work performed, and a summary of the resolution for the issue.

SCHEDULED DISK MAINTENANCE

This service includes weekly defragmentation, disk clean up and disk checks on all hard drives connected to a supported device.

EVENT LOG MONITORING

We continuously monitor each machine’s event log for high-priority System, Application, and Security alerts affecting your environment. All such alerts are addressed, the details of which will be included in monthly history reports.

HARD DRIVE MONITORING

Our hard drive monitoring service watches over the health of your physical drives to ensure that they are performing at their peak. When an issue is identified, you will be notified immediately and recommendations will be given to resolve the pending issues. This service does not guarantee that we will be able to predict every hard drive failure, but it can provide us with advanced warning of common indicators for hard drive failure.

BACKUP MONITORING

Our backup monitoring alerts us when a backup job fails or another issue occurs. We then work to address the issue before the next regularly-scheduled backup.

Licensed backup software (e.g., ITonDemand Remote Backup and Recovery, Symantec Backup Exec, etc.) with a working backup solution (e.g., tape library and/or disk-to-disk backup system) is required for this service.

SERVER ARRAY STATUS MONITORING

We continually monitor the health of your server's storage system and work to identify pending failures. We also monitor the performance of the disk arrays to ensure there are no bottlenecks in your storage solutions. When an issue is identified, you will be notified immediately and recommendations will be given to resolve any pending issues.

Essential Plus

LIMITED REMOTE HELP DESK SUPPORT

For every 25 devices covered under your plan, you will receive up to 5 hours of monthly remote support. These hours do not roll over and include remote support only. Support is billed in 15 minute increments. Remote support above the allotted monthly hours will be billed at the preferred hourly rate.

Complete Support

UNLIMITED REMOTE HELP DESK SUPPORT

This service provides access to our help desk during normal business hours. Your users may contact our Help Desk directly for support, or you may choose to have such requests routed through a central point of contact in your office. We will attempt to address your end-users' issues remotely, whether they involve training, troubleshooting or just a simple question.

BASIC "HOW TO" QUESTIONS

We can answer your end user questions regarding the use of common Microsoft applications such as Word, Excel, Power Point, and Outlook. We can also assist and help troubleshoot standard applications such as Adobe products and help your users more effectively make use of the Windows operating system.

BASIC TROUBLESHOOTING AND TRIAGE

Most of the problems we see are fairly simple to troubleshoot, are often due to configuration inconsistencies, and can be resolved efficiently and effectively. Issues with Outlook, standard program crashes, and installation problems are examples of issues we see on a daily basis. Our basic troubleshooting service will cover most configuration and application issues.

ESCALATION TO SOLUTION PROVIDER

Some problems that you will experience are more complex than we are capable of handling. We work to determine whether we can solve the problem as quickly as possible, if we determine that your issue is something we cannot resolve efficiently and effectively we will quickly escalate the problem to the vendor from which the hardware or software was purchased.

This service does require that you have valid manufacturer warranties on all hardware and current warranty or support contracts with your software vendors or other solution providers.

PASSWORD AND CONNECTIVITY ISSUES

We will perform basic password reset procedures for all user accounts in your environment. We will also work with your users and assist them with other connection problems such as remote connections to the main office.

We do not have access to home office configurations and cannot guarantee resolution to problems that are not caused by your main office availability.

WINDOWS OPERATING SYSTEM REMEDIATION

We will work to resolve any major issue related to Operating System problems, including failure to boot, consistent operating system crashes, and other major operating system errors. This service is valid for Microsoft Windows Operating System versions 2000 Professional and later and may require onsite support that can be purchased as an add-on service.

GROUP POLICY CONFIGURATION AND ADMINISTRATION

We will review, configure and manage changes to your group policy environment to ensure maximum performance and streamlined management of your Active Directory environment.

USER PROFILE CONFIGURATION

We will manage any user profile tasks or issues, including new user account creation, profile setup and configuration, and troubleshooting problems related to user accounts for your enterprise systems.

Complete Plus

ONSITE SUPPORT

We will dispatch a technician onsite to fix manufacturer defects, troubleshoot, and configure existing equipment and software. This includes replacement of existing workstation equipment. Hardware and software troubleshooting requires an existing valid license or active Warranty with the manufacturer. Any equipment or software without a valid manufacturer license/warranty may incur additional support charges.

DNS HOSTING

DNS hosting service provides unlimited DNS records, management of those records, and full support and hosting for 1 full year per domain. This plan level includes hosting for One (1) domain. Additional domains will require add-on support.

ANTISPAM HOSTING

Antispam hosting service provides complete spam filtering for your entire domain. It includes unlimited email addresses and is a worry free tool to keep your employees' inboxes free from spam. This is a per-month, per domain service. This plan level includes hosting for One (1) domain. Additional domains will require add-on support.

ANTIVIRUS SECURITY

This includes software, updates and complete management of antivirus for all of your systems. It is based on the award winning AVG antivirus engine and is the perfect complement to keeping your endpoints free from viruses, spyware and other malware threats.

Add-On Services

MACINTOSH SUPPORT

We can provide troubleshooting support for Macintosh machines under the Complete and Complete Plus plans. There currently is no method for automating the maintenance of those machines. The support includes basic troubleshooting and connectivity issues to Windows based environments. Any application specific support will require a valid license and support agreement with the manufacturer of the application.

ACCESS CONTROL

ITonDemand will help you to ensure that your sensitive information is being monitored and that controls are in place that will escalate events to the appropriate personnel according to your IT policy. Part of this process is reviewing current permissions, approval of new permissions access (server hardening), Implementation of approved permissions, enabling applicable auditing, log file setup, retention, escalation workflows and finalize access controls. Access control setup is charged hourly. The monthly fee includes up to 4 servers.

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ONSITE SUPPORT OPTION

Onsite Support is provided to our Monitoring and Help Desk support clients at a deep discount through the purchase of blocks of hours. Additionally, you can choose to add-on our unlimited onsite support to your Complete Agreement. Any unused hours do not expire as long as your contract is still in effect. There are no refunds for unused hours should you determine you no longer benefit from our services. Each onsite visit incurs a minimum of 1 hour, in quarter-hour increments, plus one-way travel time.

For additional information check out our [ITonDemand Automation Add-On](#) page.

REMOTE BACKUP AND RECOVERY

Computers are the default storage medium for most businesses and virtually all home users. Because portable media is quickly becoming an outdated and expensive method for safeguarding important data it is essential to secure critical business assets and personal information with an easy-to-use, automated, online backup service. The backup, archiving and recovery service of Remote Backup and Recovery is a powerful, yet simple to use solution. Remote Backup and Recovery comes equipped with encryption backup tools previously available only to Fortune 500 companies, but with an interface designed to be use by anyone in any size organization. This proven technology is user-friendly, reliable, secure and cost-effective. For additional information please visit our website at: <http://www.ITonDemand.com/backup>.

Network Infrastructure Management

Our network management service includes monitoring SNMP enabled firewall devices, switches and/or routers. We will configure these devices, including any changes to the current configuration. We will work with your hardware vendor in the event of a failure, getting your device repaired or replaced, configured, and back into service. This is a total end-to-end support service for your network infrastructure.

Monitoring and configuration requires a minimum "Layer 2" networking device with SNMP and configuration capability. All hardware must be under a valid manufacturer warranty during the entire period of performance.

Our network infrastructure management service does not include onsite labor, hardware costs, or replacement of failed hardware. Onsite labor is billed separately; please see the section regarding onsite tech support in this document.

Consulting, Training and Project Management Options

Consulting and Project implementation services are provided upon request. Requests must be from a duly-authorized representative of your company, and all such services are provided at an hourly rate. Our area of expertise includes system review and recommendation, hardware and software upgrades and replacement, and IT infrastructure re-location or expansion.

Fixed pricing on projects is available to all of our Automation Clients (new device setup, computer rebuilds, etc.), and varies upon the scope of the project.

Please contact our Consulting team for more details (202-216-0124 x3).