

IT **On** DEMAND

COMPLETE INFORMATION TECHNOLOGY MANAGEMENT

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SERVICE SUMMARY

ITonDemand provides four levels of service to choose from to meet our clients' range of needs. Plans can also be customized according to more specific environment needs.

SERVICES	BRONZE	SILVER	GOLD	PLATINUM
On-Site emergency response time	3 Hours	3 Hours	1-2 Hours	1 Hour or Less
On-Site non-emergency scheduling of technician	1-2 Days	1-2 Days	1 Day	Same Day
24 / 7 / 365 Monitoring	Included	Included	Included	Included
Online Ticketing System	Included	Included	Included	Included
Antivirus and Antispyware Monitoring	Included	Included	Included	Included
Asset/Inventory Management	Included	Included	Included	Included
Patch Management	Included	Included	Included	Included
Performance and Incident History Reports	Included	Included	Included	Included
Scheduled Disk Maintenance	Included	Included	Included	Included
Event Log Monitoring	Included	Included	Included	Included
Hard Drive Monitoring	Included	Included	Included	Included
Backup Monitoring	Included	Included	Included	Included
Server Array Status Monitoring	-	Included	Included	Included
Password and Connectivity Solutions	-	Included	Included	Included
User Profile Configuration and Management	-	Included	Included	Included
Group Policy Configuration and Administration	-	-	Included	Included
Level I And II Troubleshooting and Triage	-	-	Included	Included
Vendor Management	-	-	Included	Included
Standard Software Deployment and Remediation	-	-	Included	Included
Windows Operating System Remediation	-	-	Included	Included
Remote Help Desk Support	Hourly	5 Hours***	Unlimited	Unlimited
Onsite Hourly Rate*	Hourly	Hourly	Hourly	Unlimited
Hourly Emergency Onsite Response	Hourly	Hourly	Hourly	Unlimited
Hourly Emergency Onsite After Hours Response*	Hourly	Hourly	Hourly	Hourly
Network Infrastructure Management Per Month**	Monthly	Monthly	Included	Included

ADDITIONAL SERVICES

Access Control	Monthly	Monthly	Monthly	Monthly
DNS Hosting Per Domain Per Year	Monthly	Monthly	Monthly	1 Included
Endpoint Security Per Device - Antivirus	Monthly	Monthly	Monthly	Included
Anti-Spam Hosting Per Domain Per Month	Monthly	Monthly	Monthly	Included
Support Block - 10 Hours	Discounted	Discounted	Discounted	Discounted
Support Block - 5 Hours	Discounted	Discounted	Discounted	Discounted

REMOTE BACK-UP & RECOVERY - DISCOUNT

	10%	10%	10%	10%
Freedom Per GB No Minimum	Discounted	Discounted	Discounted	Discounted
DR50 - 50 GB Per Month	Discounted	Discounted	Discounted	Discounted
DR100 - 100 GB Per Month	Discounted	Discounted	Discounted	Discounted
DR150 - 150 GB Per Month	Discounted	Discounted	Discounted	Discounted
DR250 - 250 GB Per Month	Discounted	Discounted	Discounted	Discounted

* All hourly onsite work has minimum 1 hour charge, after hours onsite will incur an additional .5 hour charge.

** Based on a limit of 4 network devices

*** 5 Hours of support included for every 25 devices.



*From your back-office to your front-office
ITonDemand can secure all your technology needs.*

DESCRIPTION OF SERVICES

BRONZE TIER

24 / 7 / 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.

ONLINE 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. The Client Access Portal is an excellent way to get 24/7 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. ItonDemand is able to provide AVG brand licensing to clients as an add-on to any package, if necessary.

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. ItonDemand will research the authenticity and test compatibility of patches before introducing them into your environment to ensure effectiveness.

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. ItonDemand offers a 100% guarantee against problematic or incompatible patches.

PERFORMANCE AND INCIDENT HISTORY REPORTS

Through the ITonDemand Client Access Portal, clients are able to access history reports at any time. These reports include the detailed description of incidents, documentation of the work performed, status updates, and a summarized resolution regarding the issue.

SCHEDULED DISK MAINTENANCE

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

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, and made available through the Client Access Portal.

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 failure indicators.



BACKUP MONITORING

ITonDemand is alerted 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, with a working backup solution, is required for this service and may be acquired through ITonDemand.

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.

SILVER TIER

LIMITED REMOTE HELP DESK SUPPORT

Clients will receive five (5) hours of monthly remote support for every 25 devices covered under their service plan. 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 a preferred hourly rate.

PASSWORD AND CONNECTIVITY SOLUTIONS

ITonDemand 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.

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.

GOLD TIER

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 at any time by using the Client Access Portal. We will attempt to address your end-users' issues remotely, whether they involve training, troubleshooting or just a simple question.

GROUP POLICY CONFIGURATION AND ADMINISTRATION

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

LEVEL I AND II 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.

VENDOR MANAGEMENT

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.

STANDARD SOFTWARE DEPLOYMENT AND REMEDIATION

ITonDemand will install standard applications to your workstations as defined within your business environment. We will also work to remedy any software related issues that your users experience. A valid license and support agreement is required for all applications being used in the environment.

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.

PLATINUM TIER

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 (Domain Name Service) hosting 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. This service 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. ITonDemand uses the award winning AVG antivirus engine; the perfect complement to keeping your endpoints free from viruses, spyware and other malware threats.

ADD-ON SERVICES

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 to review current permissions, approve new permissions access (server hardening), implement of approved permissions, enable 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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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.

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 charge of 1 hour. Additional time will be assessed in quarter-hour increments. Onsite support will also include one-way travel time.

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, securing critical business assets and personal information with an easy-to-use, automated,



Let us customize your service plan to meet you environment.

For a fixed price we can manage your technology so you can focus on your business with confidence in your IT infrastructure.

online backup service is essential. 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 used by anyone in an organization of any size. This proven technology is user-friendly, reliable, secure and cost-effective.

NETWORK INFRASTRUCTURE MANAGEMENT

Our network management service includes monitoring SNMP (Simple Network Management Protocol) 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 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 clients enrolled in a service plan (new device setup, computer rebuilds, etc.), and varies upon the scope of the project.

ACCOUNT MANAGEMENT FUNCTIONS

ITonDemand will assist in the development and recommendation of proposed technical business strategies on a quarterly basis and in response to identified environment circumstances to include:

UNDERSTANDING the clients’ business

GAINING INSIGHT to the issues each client is facing

IDENTIFYING SOLUTIONS that meet strategic and business needs

PREPARING CUSTOMER PROPOSALS and responding to quote requests

BUILDING LONG TERM RELATIONSHIPS based on successful engagements, trust and honesty

STANDARD REPORTING

CUSTOMER REPORTS

Through the Client Access Portal, reports may be viewed and printed at a time that is convenient for your business.

EXECUTIVE REPORT

These monthly reports summarize the health of your network, providing insight into key components of your network and the work that has been performed by ITonDemand.

INVENTORY REPORT

This is a spreadsheet-style inventory of all workstations and servers that are being managed by our system.

REMOTE ASSISTANCE LOG

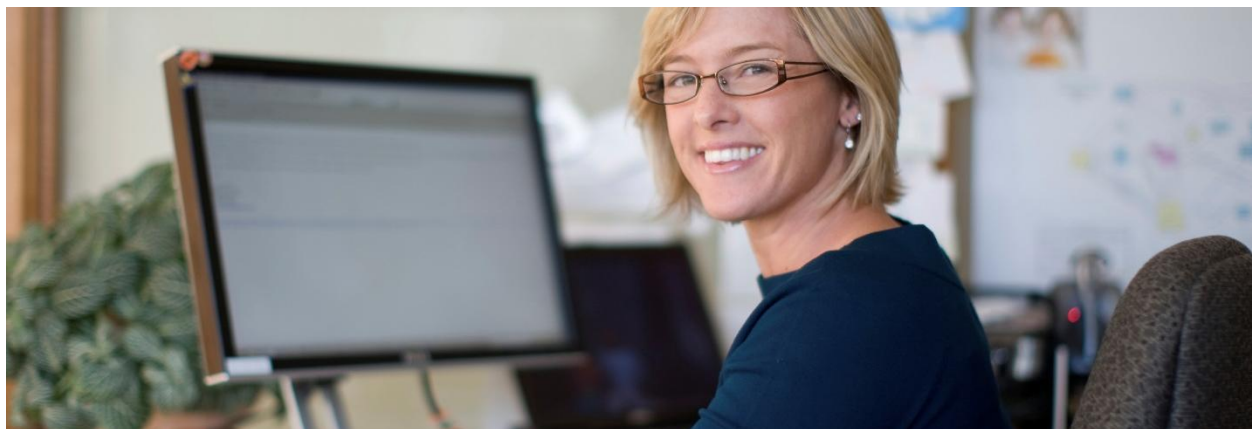
This report will identify which machines within your environment have required remote access, records of the external user(s) who have accessed the system, and provides a basic note for the reason. This is a great way to see how we have been able to assist your organization.

GENERAL SERVER PERFORMANCE REPORT

Users are provided with a graphical view of the overall performance health of their server environment. This report helps show how well servers are performing and will help ITonDemand identify potential performance bottlenecks. These challenges can be addressed as part of our long term efforts to keep your environment performing at its highest level.

ASSISTED CUSTOM REPORTS

We can provide the client with any number of custom reports based on detailed information about their environment.



SAMPLE EXECUTIVE REPORT

ITONDEMAND
COMPLETE IT MANAGEMENT

Management Summary

Prepared for: *[Redacted]*
Created on: 6/10/2009
Period: 5/11/2009 - 6/10/2009

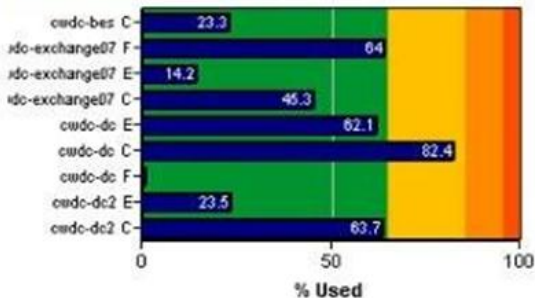
Network Health:



Company Details:

Contact:	<i>[Redacted]</i>
Account Manager:	Nathaniel Breitbach
Total Windows Servers:	4
Total Windows Workstations:	30
Total Servers:	4
Total Workstations:	30
Total Managed Machines:	34

Server Disk Space:



Service Request Statistics:

Escalated Items:	
Server Offline Alerts	0
Server Disk Space Low	0
Failed Backup Jobs	3
Total Closed Helpdesk Tickets	22
Non-Escalated Items:	
Total Notifications	238
Successful Backup Jobs	1

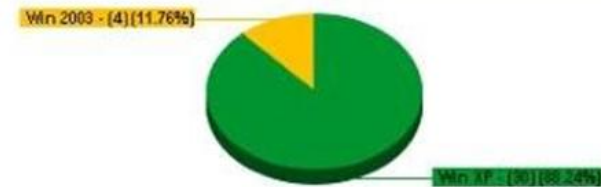
Computer Security Patches:



Business Continuity Indicators:

Network Uptime:	
Server Availability	100%
Threats Removed:	
Windows Patches Installed	816
Automated Systems Run:	
Disk Cleanups	83
Disk Defragmentations	138

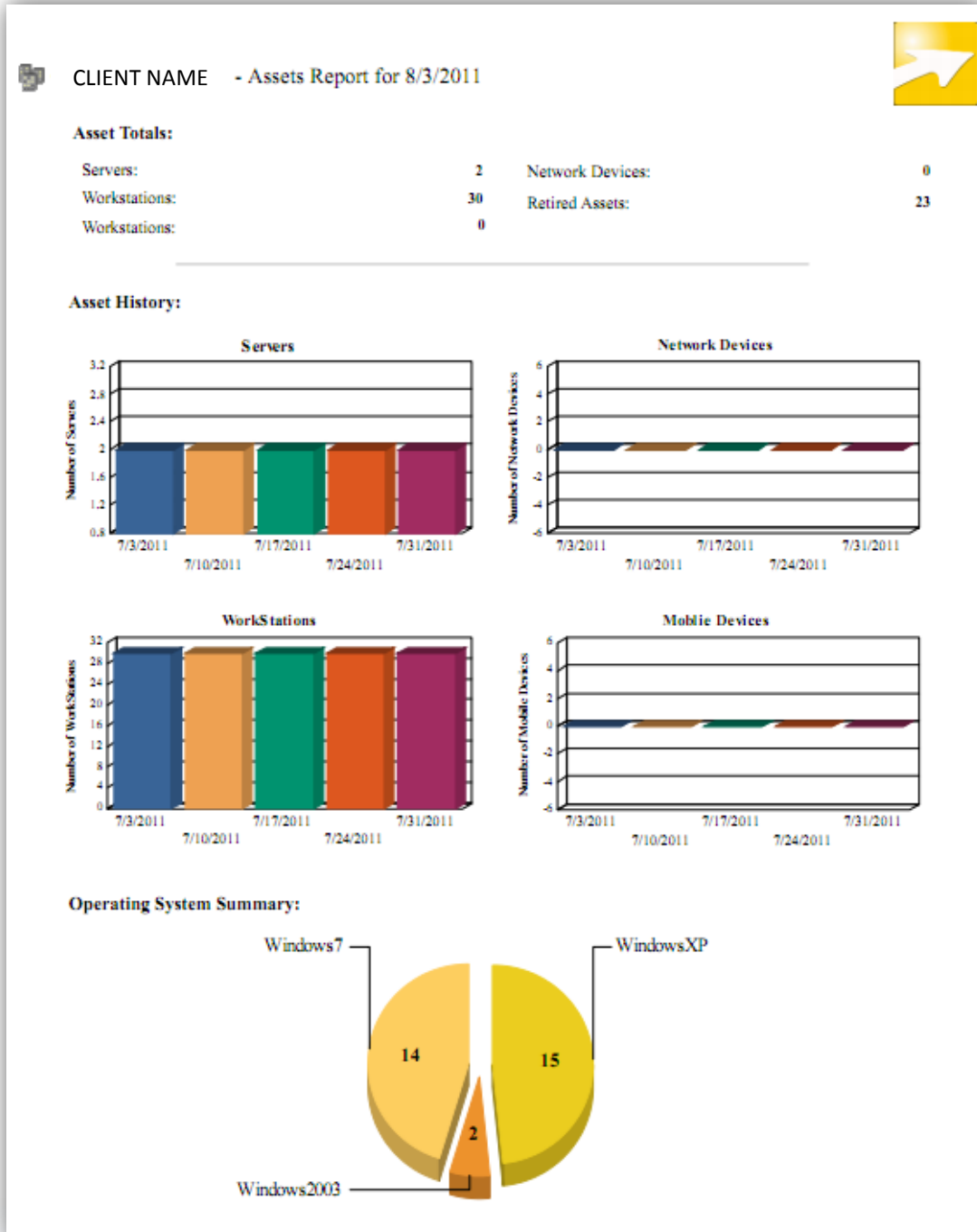
Computer OS Graph:



SAMPLE INVENTORY REPORT

With summary information about key asset devices, this report provides quick insight into the health of your most important infrastructure.

Along with easy to read graphs and summary details, this report provides a wealth of information regarding your end-user environment, in snapshot in a single location.



Here you can see the level of detail about your systems. Everything from how long it's been online, to hardware specifications that are vital in determining your future purchasing decisions. This information is at your fingertips.

Main

a Windows Workstation added on 24-Sep-2010 has been online for 14 days and 13 hours.

OS: Microsoft Windows XP Professional 5.1.2600 Service Pack 3

Asset Tag:

Serial:

Asset Date: 12/11/2008 6:45:44PM Last System Contact: 8/3/2011 10:32:23AM

Username: Reliability: 100%

Domain: Windows Update: 08/02/2011 09:34:03

Hardware Inventory:

Manufacturer: Hewlett-Packard

Main Board: Hewlett-Packard; HP Compaq dx2400 Microtower;

Processor: Intel(R) Pentium(R) Dual CPU E2220 @ 2.40GHz

Memory: 1,014mb

Video: Intel(R) G33/G31 Express Chipset Family

Sound Card: Realtek High Definition Audio

Modem:

Serial Ports: COM4 Parallel Ports:

Disk Drive Summary

Letter	Model	Size	Free	Free Percent	Fragmentation
C:	ST380815AS	66,056 mb	39,942 mb	60%	0%
D:	ST380815AS	10,244 mb	6,703 mb	65%	0%