

CSI Total Care Program

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.

Has the loss of a critical application at an inopportune time ever cost your business revenue? What about employees sent home early or resorting to pen and paper, waiting for the network to be fixed? Downtime and lost productivity impact your bottom line.

Do you have trouble budgeting for IT from year to year, or even from month to month?

Ever wonder if there is a better, more reliable and predictable way to manage your entire network?

CSI Total Care Program is the ideal fixed-price solution for organizations like yours, which demand the utmost in network reliance and quality service. Backed by a Service Level Agreement, our **CSI Total Care Program** addresses your critical IT needs by:

- **Ensuring sustained and continuous access to your discrete business service applications** such as accounting, scheduling, communication, email, web applications and others
- **Guaranteed predictability of your IT spending** – No more emergency fees! No maintenance overages. One monthly fee is all you pay!
- **Providing the highest priority response for network issues** – If something unpreventable does occur on your network, you will move to the top of the service queue, where we will immediately begin work on resolving the issue and getting you back to business fast
- **Optimizing network performance** – We provide unlimited preventative maintenance activities on those devices that support your critical business applications

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

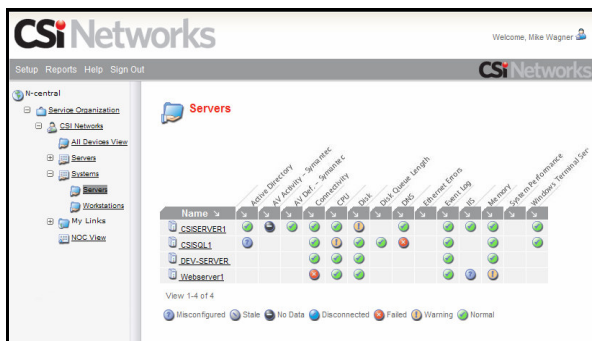
We are your outsourced IT department – CSI Networks will be your single point of contact for all of your IT service and support needs. We work with your hardware and software vendors on your behalf to remediate any of your support issues.

Network Peace of Mind

Fixed Cost IT — it's that simple! For a fixed monthly fee, CSI Networks will work with you to understand your business availability needs and budget concerns. We will run a baseline assessment of your existing infrastructure to understand any potential weaknesses. Then we will custom tailor a service level agreement that defines your expectations and needs. Then we'll deliver on it. It's that simple.

Program Features:

- Availability, Performance & Predictive failure monitoring for all network devices & services
- Site Assessment and Critical Review of your Network and related business workflow
- Complete inventory and tracking of all of your software and hardware
- Unlimited Proactive Maintenance on all network devices
- Unlimited Network Service Desk and Emergency Support
- Monthly Comprehensive Reporting
- Highest Priority Response
- Quarterly and Fiscal Year End Consultation, Strategic Planning and Budgeting Sessions
- One fixed, monthly price



Monitoring Capabilities of CSI Networks: A Snapshot

CSI Total Care

A Fully Managed¹ 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✓ Email Performance Monitoring✓ Asset Management✓ Application Sourcing, Deployment and Licensing Renewal 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• Monitors all the essential elements of your MS exchange server to ensure the highest level of reliability and optimization• Software licensing, hardware warranty, and monitoring• 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 |
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CSI Total Care

A Fully Managed¹ Solution for Workstations & Servers

Features	Description
Customizable, Partial List*	
<ul style="list-style-type: none"> ✓ Desktop Monitoring & Maintenance Services 	<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> ✓ Security Services 	<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> ✓ Network Printing Services 	<ul style="list-style-type: none"> • 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

CSI Total Care Program

Emergency Response Time²	
Remote Support	1 Hour Response
On-site Support	2 Hour Response
Billing and Support Hours^{3,4}	
Proactive On-Site & Remote Support During Business Hours	Unlimited
Reactive On-Site & Remote Support During Business Hours	Unlimited
After Hours (Scheduled) & Emergency (Unscheduled)	Unlimited
Monthly Premium	Pricing varies according to hardware, software, and service requirements

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

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| 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 and Capacity/Performance 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!