

# CSI Watch 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.

## Our Eyes on your Network

Like all businesses your size, you depend on your network to perform at its peak. How often have you wanted to send an important email only to find that the email server was down? How often have you wanted to access some important client information, but the database or file was inaccessible?

In today's competitive environment, you cannot afford to fall behind, and a partnership with CSI networks will help prevent this. Since 1992, CSI Networks has developed an unmatched level of expertise in serving the unique needs of small- and medium-sized businesses through our exclusive **CSI Watch** program.

## CSI Networks' CSI Watch program can address your IT needs by:

- Monitoring the critical health status of your network devices and applications, such as your email or internet connection
- Remotely diagnosing problems
- Working quickly to resolve any issues, so that you can get back to business as quickly as possible

The **CSI Watch** program will reduce downtime by dramatically shortening the time from failure to issue resolution. At CSI Networks, we will monitor the availability of your critical services, and at the first sign of trouble, immediately inform you of the issue. You can also pre-arrange for our technicians to automatically begin the remediation process on critical devices.

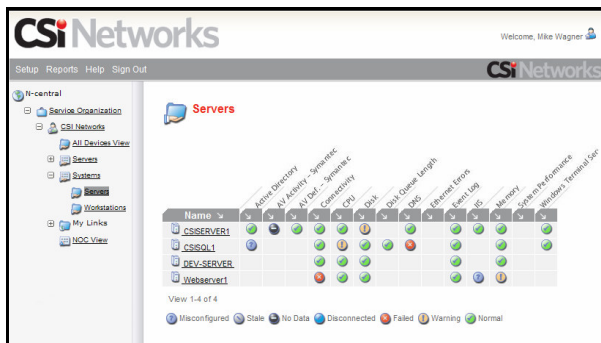


Figure 1: A Snapshot Showing the Monitoring Capabilities of CSI Networks

*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 Watch Program

## Why Choose CSI Networks as YOUR Technology Support Partner?

### Benefits

- **Peace of Mind:** Let us be your network watchdog, allowing you to focus on your core business revenue-generating activities and leave the fire-fighting to us
- **Higher Levels of Employee Productivity:** By allowing us to watch your network, we will reduce the business impact of IT failure by shortening the mean time from failure to issue resolution
- **Cost Savings:** Monitoring will allow us to immediately determine the root cause of any network issue, thereby reducing the timely task of issue diagnosis from hours to mere minutes – resulting in cost savings in the end
- **Introducing Accountability and Transparency into Your ISP or Other Hosted Applications:** Because we can monitor the connectivity of your internet connection and other hosted applications, we can provide reporting around the actual delivery of such services – all designed to ensure you are receiving the level of service you are paying for
- **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 Watch

### A Reactive<sup>1</sup> Solution for Workstations & Servers

Features	Description
<b>Customizable, Partial List*</b>	
✓ <b>24/7 UPS, CPU, Disk, Memory, &amp; Event Log Monitoring</b>	• 24/7 Availability failure monitoring ensures your key business resources such as servers, applications, and many other devices and services are functioning optimally and efficiently
✓ <b>Antivirus, Anti-SPAM, &amp; Anti-Spyware Management (Monitoring Only)</b>	• Ensures that your antivirus, anti-spam, and anti-spyware programs are functioning properly and updates to your system are being received and installed
✓ <b>Services (Processes, Monitoring Only)</b>	• Critical business services such as SQL, Exchange, Veritas Backup Exec, DNS, Antivirus, IIS, with more detailed information available on request
✓ <b>Network Management (Monitoring Only)</b>	• Remotely or locally monitoring and configuration of the network
✓ <b>Router Management (Monitoring Only)</b>	• Remotely or locally monitoring and configuration of the router (if router is not controlled by ISP)
✓ <b>Server Management (Monitoring Only)</b>	• New user and account creation, DNS, DHCP, WINS, user account management, data backup management, rights management
✓ <b>Data Storage, managed tape, &amp; offsite (remote) backup services &amp; verification (Monitoring Only)</b>	• 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
<b>Optional Offsite (remote) backup services and data storage</b>	•

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<b>Emergency Response Time<sup>2</sup></b>	
Remote Support	2 Hour Response
On-site Support	4 Hour Response
<b>Billing and Support Hours<sup>3, 4</sup></b>	
Proactive On-Site & Remote Support During Business Hours	\$95/Hour (Discounted Rate)
Reactive On-Site & Remote Support During Business Hours	\$95/Hour (Discounted Rate)
After Hours (Scheduled) & Emergency (Unscheduled)	\$105/Hour (Discounted Rate)
Monthly Premium	Pricing varies according to hardware, software, and service requirements

## The following service modules are available only with the CSI Total Care, CSI Support, and CSI Assist programs:

- ✓ **CIO & CTO services to help with your IT infrastructure planning needs**
  - With this service, we assist you with:
    - Policy development
    - Budget planning assistance to determine future IT expenditures
    - Strategic technology planning and ongoing input on business impact of IT
    - Compliancy planning
- ✓ **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
- ✓ **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
- Optional Application sourcing, deployment and licensing renewal services**
  - 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**
  - For devices or services
- Optional Disaster recovery planning**
  - 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
- Updates & Patch Management**
  - Patch Level Management to ensure that the Windows workstations in your network are always updated with the latest security patches
- Firewall Management**
  - Firmware updates, firewall changes, and firewall monitoring
- Reporting**
  - Comprehensive reporting to continually inform you about the current health of your network and to outline the work performed
- System Optimization (Server)**
  - Shut-down unnecessary services, defrag drives, remove unneeded applications
- Onsite Technician Time**
  - Scheduled onsite technician time for proactive and preventative maintenance

**The following service modules are available only with the CSI Total Care, CSI Support, and CSI Assist programs:**

**Desktop Monitoring & Maintenance Services**

- 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

**Email Performance Monitoring**

- Monitors all the essential elements of your MS exchange server to ensure the highest level of reliability and optimization

**Asset Management**

- Software licensing, hardware warranty, and monitoring

**Business continuity planning**

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**Compliance-specific planning and services**

- SEC, NASD, HIPAA, Sarbanes-Oxley, Gramm-Leach Bliley, PIPEDA, C-TPAT, and others

**Failover / Redundancy**

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**Extended support hours**

- Such as evenings and weekends, 24/7

**After hours support**

- For maintenance and scheduled work

**After hours emergency support**

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**Priority 1 (highest) in the service queue**

- Over all other non-CSI Total Care customers

**Proactive, scheduled network support & maintenance to support all critical devices and workstations**

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**Unlimited reactive, scheduled network and end-user support**

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**Unlimited emergency, unscheduled network support**

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**SPAM and virus filtering of business email**

- 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 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!**