

proactive

| consistent

| affordable

| reliable



**Managed
Information
Technology
Services**



 **COURTESY**CARE
Managed IT Services

Managed Information Technology Services

- *Plagued by system downtime, viruses, spyware, losses of productivity, and every other excuse for why the computer system you rely upon to run your business is not working consistently and as expected? These distractions are unnecessary and very expensive*

Proactive, Flexible, Affordable, Managed

Courtesy Computers understands this. We also know that businesses are constantly challenged by the task of managing the demands of growing their business while coping with continuous technology challenges.

Our focus is to keep your systems operational and available so that you can focus your efforts on the demands of growing your business, managing costs and increasing revenues. We want to help you realize the productivity gains and ROI you have been expecting from your computer systems.

Courtesy Care Managed Services consists of various service level offerings that provide affordable proactive IT management and support to growing businesses. Utilizing our unique framework for providing managed IT services, Courtesy Care Managed Services provides a range of proactive services to keep your computer systems up and running and your people and business productive.

It's not just about monitoring, that just lets you know something is wrong.

It's not just about remote access to your systems to troubleshoot issues.

It's about a proactive preventative approach to keeping your systems up, running and available.

That's why our managed IT services utilize a series of "Best Practices" we have developed over our years of experience.

Best practices for activities such as:

- Spyware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- User Policy Enforcement
- Backup and Disaster Recovery
- A variety of other automated procedures to ensure your systems are running and your people are productive



20 million person-days per year are lost due to technology failures

- a cost that few businesses can afford.

Any business supported by technology should look at both direct and indirect costs.



YOUR MANAGED SERVICES PROVIDER (MSP)

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Online Backup Manager: www.ccbackup.com



Information Technology Services

A study by the Gartner Group has revealed the following:

- Cost of an Unmanaged XP machine over 3 years
\$5309
- Cost of a Managed machine over 3 years
\$3335
- \$1974 - Cost Savings of a Managed Machine

If you have 20 computers running Windows XP in your business, that is a cost savings of nearly \$40,000 in a 3 year time period.

**as reported in Network Computing magazine*

By utilizing technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently without fail.

As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any impact on the business.

Proactive managed services eliminate the scenario of calling and waiting for the "computer guy". Potential issues and problems are prevented. Systems and people remain productive and working. In the case where problems do occur, response times can often be within minutes.

Consistency is the cornerstone of our Courtesy Care Managed Services.

Consistency creates reliability and renders no surprise expenditures or billings. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Each Program is based upon the following:

Courtesy Care Managed Services Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

To keep you informed, you will receive regular communication and executive reports to let you know the overall health of your computer network and the result of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

Courtesy Care Managed Services Benefits

- Reliability
- Security
- Consistency
- Productivity Gains
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs.



■ Courtesy Computers provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. Courtesy Computers uses advanced processes, tools and methodologies, to deliver superior services that match your needs.

You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. Courtesy Computers will help you turn your data networks into an effective, efficient component of your growing business.

COURTESY CARE MANAGED SERVICE OPTIONS

COMPREHENSIVE NETWORK MANAGEMENT

Our comprehensive network management services keep your critical network systems running, available and secure.

MULTIPLE SERVICE LEVELS FOR NETWORK MANAGEMENT

Our comprehensive Workstation level services are designed to keep your systems and personnel productive. Each plan provides varying levels of coverage based on user, desired results and budget without compromising quality.

HELP-DESK SUPPORT SERVICES

Our HELP-DESK Support services are included. The amount of Help-Desk support included each month, is dependant on the size of your network and the management plan that you choose.

DISASTER RECOVERY SUPPORT

If the need should ever arise, our Gold Plan includes our remote and on-site labor services necessary to get your critical servers back online.

ONLINE BACKUP MANAGER

We offer special discounts on our Online Off-Site Data Backup and Storage Services, when combined with one of our Managed Services Plans,

MANAGED SERVICES PLAN DESCRIPTIONS

■ BRONZE

Provides the basic services to keep the server and workstation secure and notify us of any imminent problems.

■ SILVER

Provides more advanced security measures for dealing with malicious threats, establishes baseline policies, asset tracking and changes, software rollout and upgrades and overall health of the system.

■ GOLD

The ultimate protection to keep critical servers, workstations and users operational.

MANAGED NETWORK SERVICES

	■ Bronze	■ Silver	■ Gold
Workstation Management	\$15	\$25	\$35
Server Management	\$150	\$250	\$350
System Updates	■	■	■
Service Pack Updates	■	■	■
Security Patch Management	■	■	■
System Performance Monitoring	■	■	■
Hard Drive Defragmentation	■	■	■
Temp File removal and System Cleanup	■	■	■
System Log Monitoring	■	■	■
Virus Protection Management	■	■	■
Daily System Audits	■	■	■
End User Support Portal	■	■	■
Monthly Management Reports	■	■	■
Application Log Monitoring	■	■	■
Event Log Monitoring	■	■	■
Security Log Monitoring	■	■	■
Spyware Removal	■	■	■
Spyware Removal and Management		■	■
Bandwidth Usage Tracking		■	■
Asset Management		■	■
Report Generation		■	■
Remote System Administration		■	■
Workstation Life-Cycle Management		■	■
End User Remote Control		■	■
Unlimited Phone Support		■	■
Unlimited Remote Control Support		■	■
Desktop Policy Enforcement			■
Backup Management			■
Server Security Patch Management			■
Server Virus Definition Management			■
Server Backup Management			■
Firewall & Router Management			■
Application Deployment			■
Application & Hardware Change Notification			■
Software License Management			■
Backup Management			■
Disaster Recovery Labor Coverage			■

CourtesyCare Managed IT Services and Descriptions

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Our managed IT services are tiered to help you meet your business needs

- **Make your IT costs truly predictable**
- **Eliminate downtime and remove vulnerabilities**
- **Extend the capabilities of your overworked IT staff**
- **Leverage the strategic advantages of technology breakthroughs**
- **Or get yourself out of the IT business altogether**

Whether you are a small business owner weary of the massive fluctuations in IT costs, or an IT Manager looking to stretch both your budget and your capabilities, CourtesyCare Managed IT Services from Courtesy Computers is the intelligent answer.

We Extend Your Reach

IT Managers have the most thankless jobs in the industry. They have to keep up with new trends and even newer threats. They fight fires virtually every day, all the while managing major migrations and upgrades. They are expected to be experts in operating systems, applications, WAN technologies *and* security. And they need to do it all in an environment that is more budget-conscious than ever before!

Smart IT Managers have discovered a cost-effective way to do more with less – CourtesyCare Managed IT Services from Courtesy Computers, Inc.

Our network monitoring tools provide insight to their critical systems and services that makes proactive IT management a reality. Our 24x7 network operations center gives them a reliable partner to keep on top of things during the business day, evenings and weekends. Our highly-trained engineering staff makes it easier for them to cover multiple sites. And our **Bronze-Silver-Gold** menu of 'tiered' services enables them to customize exactly the kinds of support they need.

Managed Network -Covered Services Outline

We take great pride in offering you our Tiered Managed IT Services Plans. In doing so, we continue to commit to our customer's business goals:

- Provide quality managed services at an affordable price
- Help improve our customer's ROI
- Maintain network security
- Maintain peak network performance
- Reduce system downtime
- Reduce reactionary services through proactive network management

Managed Network

Bronze Plan	Silver Plan	Gold Plan
<p>Maintenance</p> <ul style="list-style-type: none"> • ISP Management • Web Host Support • 3rd Party Vendor Management 	<p>Maintenance</p> <ul style="list-style-type: none"> • ISP Management • Web Host Support • 3rd Party Vendor Management 	<p>Maintenance</p> <ul style="list-style-type: none"> • ISP Management • Web Host Support • 3rd Party Vendor Management
<p>Network Management</p> <ul style="list-style-type: none"> • Router Management • Firewall Management • VPN Management 	<p>Network Management</p> <ul style="list-style-type: none"> • Router Management • Firewall Management • VPN Management 	<p>Network Management</p> <ul style="list-style-type: none"> • Router Management • Firewall Management • VPN Management
<p>Asset Management</p> <ul style="list-style-type: none"> • Asset Lifecycle Management • Asset Reporting 	<p>Asset Management</p> <ul style="list-style-type: none"> • Asset Lifecycle Management • Asset Reporting 	<p>Asset Management</p> <ul style="list-style-type: none"> • Asset Lifecycle Management • Asset Reporting
<p>Project & Strategic Planning</p> <ul style="list-style-type: none"> • Assigned Account Manager • Annual Technology Planning 	<p>Project & Strategic Planning</p> <ul style="list-style-type: none"> • Assigned Account Manager • Annual Technology Planning • Quarterly CTO meetings • Unlimited Purchasing Support 	<p>Project & Strategic Planning</p> <ul style="list-style-type: none"> • Assigned Account Manager • Annual Technology Planning • Quarterly CTO meetings • Unlimited Purchasing Support • Disaster Recovery Consulting

Managed Network -Covered Services Descriptions

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- Provide quality managed services at an affordable price
- Help improve our customer's ROI
- Maintain network security
- Maintain peak network performance
- Reduce system downtime
- Reduce reactionary services through proactive network management

Maintenance

- ISP Management: Customer's POC for all Internet Service Provider issues. Assist ISP with all network related issues outside of the customer's gateway. Help resolve all issues related to the ISP owned/administered Router/Modem/Firewall from the Demarc location to the service provider. CCI will maintain inventory and contact list of the equipment and ISP to assist in troubleshooting, when necessary.

- Web Host Support: Customer's POC regarding their Web Hosting issues. Communicate with Web Hosting Company in quickly resolving issues pertaining to the customer's web-site. (note: Does not include modifying web pages or web design)

- 3rd Party Vendor Management: Customer's POC for all listed Third Party Vendor related issues. Assist Third Party Vendors in quickly resolving outstanding issues pertaining to the customer's Information Technologies.

Network Management

-Router Management: maintain routing tables, backup configuration, login/password info, SNMP information, liaison to 3rd party router vendor and manufacturer.

-Firewall Management: firewall intrusion protection, intrusion detection, http proxy license, SMTP proxy, work with 3rd party vendors whenever necessary, remote updates as permitted by firewall and third party vendor.

-VPN Management: tunnel creation, maintenance issues, troubleshooting between firewall and endpoint, customer support.

Asset Management

-Asset Lifecycle Management: The management and control of all product-related information over the entire product and asset life cycle. Plan, coordinate, implement and review changes methodically in order to minimize risk and maximize the benefits of any change (phases: maintenance, overhaul, modification, and replacement)

-Asset Reporting: Comprehensive hardware and software inventory reporting. Daily recurring computer audits keep inventory up-to-date and accurate at all times.

Project & Strategic Planning

-Assigned Account Manager: A CourtesyCare Account Manager (AM) will be assigned to the customer, in order to provide them with recommendations, account and service issue updates, act as their liaison, reviews customer's account and provide monthly network health reports.

-Annual Technology Planning: CCI will schedule to meet with the customer on an annual basis to discuss where the customer is currently with their business, where they plan on and what technologies may be needed to

-Quarterly meetings: Review network performance, outstanding issues, recommendations, reconciliation, strategic planning, and change requests as related to the current service level agreements.

-Unlimited Purchasing Support: Expert advice and group buying power to reduce costs. Purchasing the right technology products can be a confusing ordeal. We'll manage the entire process for you, finding you the right products at the best prices.

-Disaster Recovery Consulting: provide consulting for; system inventory, contingency planning, assessments, the ongoing administration of your DR IT infrastructure. Optionally, CCI can also implement, assist in the writing, implementing and administering of the customer's IT DR infrastructure once it is developed.

Managed Workstation -Covered Services Outline

We take great pride in offering you our Tiered Managed IT Services Plans. In doing so, we continue to commit to our customer's business goals:

- Provide quality managed services at an affordable price
- Help improve our customer's ROI
- Maintain network security
- Maintain peak network performance
- Reduce system downtime
- Reduce reactionary services through proactive network management

Managed Workstation

Bronze Plan	Silver Plan	Gold Plan
<p>Support</p> <ul style="list-style-type: none"> • System Updates • Service Pack Updates 	<p>Support</p> <ul style="list-style-type: none"> • System Updates • Service Pack Updates • Microsoft Application Support • Unlimited Remote Control Support • Unlimited Phone Support 	<p>Support</p> <ul style="list-style-type: none"> • System Updates • Service Pack Updates • Microsoft Application Support • Unlimited Remote Control Support • Unlimited Phone Support
<p>Monitoring</p> <ul style="list-style-type: none"> • System Performance Monitoring • System Log Monitoring • Application Log Monitoring • Drive Space Monitoring • Event Log Monitoring • Security Log Monitoring 	<p>Monitoring</p> <ul style="list-style-type: none"> • System Performance Monitoring • System Log Monitoring • Application Log Monitoring • Drive Space Monitoring • Event Log Monitoring • Security Log Monitoring • Bandwidth Usage Monitoring 	<p>Monitoring</p> <ul style="list-style-type: none"> • System Performance Monitoring • System Log Monitoring • Application Log Monitoring • Drive Space Monitoring • Event Log Monitoring • Security Log Monitoring • Bandwidth Usage Monitoring • Application & Hardware Change Notification • Service Availability Monitoring
<p>Management</p> <ul style="list-style-type: none"> • Microsoft Patch Management • Virus Protection Management • End User Support Portal • Monthly Management Reports 	<p>Management</p> <ul style="list-style-type: none"> • Microsoft Patch Management • Virus Protection Management • End User Support Portal • Monthly Management Reports • Spyware Management • Workstation Life-Cycle Management • Report Generation 	<p>Management</p> <ul style="list-style-type: none"> • Microsoft Patch Management • Virus Protection Management • End User Support Portal • Monthly Management Reports • Spyware Management • Workstation Life-Cycle Management • Report Generation • Desktop Policy Enforcement • Software License Management

Managed Workstation

Bronze Plan

Maintenance

- Online Asset Management
- Online Trouble Ticket Management
- Desktop Optimization & Management
- System Updates
- Service Pack Updates
- Hard Drive Defragmentation
- Temp File removal and System Cleanup
- Spyware Removal
- Daily System Audits

Silver Plan

Maintenance

- Online Asset Management
- Online Trouble Ticket Management
- Desktop Optimization & Management
- System Updates
- Service Pack Updates
- Hard Drive Defragmentation
- Temp File removal and System Cleanup
- Spyware Removal
- Daily System Audits
- End User Remote Control
- Remote System Administration
- Unlimited User Remote Control
- Unlimited Phone Support
- Log File Maintenance

Gold Plan

Maintenance

- Online Asset Management
- Online Trouble Ticket Management
- Desktop Optimization & Management
- System Updates
- Service Pack Updates
- Hard Drive Defragmentation
- Temp File removal and System Cleanup
- Spyware Removal
- Daily System Audits
- End User Remote Control
- Remote System Administration
- Unlimited User Remote Control
- Unlimited Phone Support
- Log File Maintenance
- Application Deployment
- Quarterly On-Site Maintenance
- Disaster Recovery Labor Coverage

Security

- Spyware Removal
- Security Patch Management

Security

- Spyware Removal
- Security Patch Management
- User Account Administration

Security

- Spyware Removal
- Security Patch Management
- User Account Administration
- Virus Definition Management
- VPN Client Management
- Security Administration
- File Sharing Permission Administration

Managed Server -Covered Services Outline

We take great pride in offering you our Tiered Managed IT Services Plans. In doing so, we continue to commit to our customer's business goals:

- Provide quality managed services at an affordable price
- Help improve our customer's ROI
- Maintain network security
- Maintain peak network performance
- Reduce system downtime
- Reduce reactionary services through proactive network management

Managed Server

Bronze Plan	Silver Plan	Gold Plan
<p>Support</p> <ul style="list-style-type: none"> • System Updates • Service Pack Updates 	<p>Support</p> <ul style="list-style-type: none"> • System Updates • Service Pack Updates • Microsoft Application Support • Unlimited Remote Control Support • Unlimited Phone Support 	<p>Support</p> <ul style="list-style-type: none"> • System Updates • Service Pack Updates • Microsoft Application Support • Unlimited Remote Control Support • Unlimited Phone Support
<p>Monitoring</p> <ul style="list-style-type: none"> • System Performance Monitoring • System Log Monitoring • Application Log Monitoring • Drive Space Monitoring • Event Log Monitoring • Security Log Monitoring 	<p>Monitoring</p> <ul style="list-style-type: none"> • System Performance Monitoring • System Log Monitoring • Application Log Monitoring • Drive Space Monitoring • Event Log Monitoring • Security Log Monitoring • Bandwidth Usage Monitoring 	<p>Monitoring</p> <ul style="list-style-type: none"> • System Performance Monitoring • System Log Monitoring • Application Log Monitoring • Drive Space Monitoring • Event Log Monitoring • Security Log Monitoring • Bandwidth Usage Monitoring • Application & Hardware Change Notification • Service Availability Monitoring
<p>Management</p> <ul style="list-style-type: none"> • Microsoft Patch Management • Virus Protection Management • End User Support Portal • Monthly Management Reports 	<p>Management</p> <ul style="list-style-type: none"> • Microsoft Patch Management • Virus Protection Management • End User Support Portal • Monthly Management Reports • Spyware Management • Asset Management • Report Generation 	<p>Management</p> <ul style="list-style-type: none"> • Microsoft Patch Management • Virus Protection Management • End User Support Portal • Monthly Management Reports • Spyware Management • Asset Management • Report Generation • Software License Management • Server Life-Cycle Management • Server Security Patch management • Printer Setting Management • Server Backup Management

Managed Server

Bronze Plan

Maintenance

- Online Asset Management
- Online Trouble Ticket Management
- Server Optimization & Management
- System Updates
- Service Pack Updates
- Hard Drive Defragmentation
- Temp File Removal and System Cleanup
- Spyware Removal
- Daily System Audits

Silver Plan

Maintenance

- Online Asset Management
- Online Trouble Ticket Management
- Server Optimization & Management
- System Updates
- Service Pack Updates
- Hard Drive Defragmentation
- Temp File Removal and System Cleanup
- Spyware Removal
- Daily System Audits
- Remote System Administration
- Unlimited Server Remote Control
- Unlimited Phone Support

Gold Plan

Maintenance

- Online Asset Management
- Online Trouble Ticket Management
- Server Optimization & Management
- System Updates
- Service Pack Updates
- Hard Drive Defragmentation
- Temp File Removal and System Cleanup
- Spyware Removal
- Daily System Audits
- Remote System Administration
- Unlimited Server Remote Control
- Unlimited Phone Support
- Log File Maintenance
- Application Deployment
- Quarterly On-Site Maintenance
- Disaster Recovery Labor Coverage

Security

- Spyware Removal
- Security Patch Management

Security

- Spyware Removal
- Security Patch Management
- User Account Administration

Security

- Spyware Removal
- Security Patch Management
- User Account Administration
- Virus Definition Management
- VPN Client Management
- Security Administration
- File Sharing Permission Administration

Server & Workstation -Covered Services Descriptions

We take great pride in offering you our Tiered Managed IT Services Plans. In doing so, we continue to commit to our customer's business goals:

- Provide quality managed services at an affordable price
- Help improve our customer's ROI
- Maintain network security
- Maintain peak network performance
- Reduce system downtime
- Reduce reactionary services through proactive network management

Support

-System Updates: Update all Microsoft Server operating system in a controlled environment. Scheduled updates are planned and scheduled to take place only during non-production times (nights & weekends).

-Service Pack Updates: determine which version of the software your computer is running, and ensure it is digitally signed by Microsoft before installing or allowing them to run.

-Microsoft Application Support: General remote troubleshooting support of Microsoft Office software applications.

-Unlimited Remote Control Support: Courtesy Computers will remotely control and administer service to the server, workstation or laptop, in order to maintain proper operation and deter system downtime. All work that requires a system restart will be scheduled with the customer so as not to interfere with production time.

-Unlimited Phone Support: Under this Service Level Agreement and dependant on the customer's preferred method of contacting our service team, Courtesy Computers will provide unlimited Phone Support to the customer, during normal business hours.

Monitoring

-System Performance Monitoring: Support detailed monitoring of the utilization of operating system resources. Monitor trends for capacity planning to allow for scheduled upgrades to components as needed. Maintain logged data in a database and observe changes to identify changes in resource requirements. Identify areas that might require additional resources.

-System Log Monitoring: Provides monitoring of all system events that could lead to down time caused by failing devices, thresholds or system errors.

-Drive Space Monitoring: Monitor and warn of a low disk space problem before it occurs. Microsoft's guidelines define 'low free disk space' is 15% to 20%, depending on the tasks and functions assigned to the particular server or workstation. Once these thresholds are reached, CCI will then take corrective action to alleviate disk space problems upon system notification. Corrective actions may involve customer investment in upgrades or replacement of existing equipment or software.

-Event Log Monitoring: Monitors all the event IDs for specific failures or alerts and places them into the appropriate Event Log file, (eg. Application Log, System Log, NTDS Log, Replication Logs, DNS Logs and Security Logs).

-Security Log Monitoring: the security log records security events, including logon attempts, object access, and changes to security, depending on what is audited. Anomalies are reported to the CCI NOC monitoring dashboard, where they are analyzed and addressed according to the alert.

-Bandwidth Usage Monitoring: Monitors and reports bandwidth utilization consumed by each managed workstation on the network, on a per application or per machine basis. The network access function approves or denies network access on a per application basis. The Network Statistics report displays network bandwidth utilization versus time. Identify peak bandwidth consumers on the graph's data points. Review which application and which machine use bandwidth at any point in time.

-Application & Hardware Change Notification: Comprehensive hardware and software inventory reporting. Daily recurring computer audits keep inventory up-to-date and accurate at all times. Access the computer inventory information needed to manage the network efficiently.

-Service Availability Monitoring: Critical Services are monitored to verify they are up and running. When a service fails a Critical Alert is sent directly to the CCI Monitoring interface and the appropriate action is taken.

Management

-Microsoft Patch Management: Provides Rapid deployment and automatic discovery of all missing patches and updates. The scan results from each computer are reported, and the complete patch history is also displayed. Any missing will be reported.

-Virus Protection Management: CCI will ensure the customer implements a sound anti-virus program on their enterprise. CCI will then provide the management necessary to ensure that the product remains effective and up-to-date on all managed servers and workstations. CCI will schedule the product license renewal dates for the customer, to ensure the solution provides continuous anti-virus protection.

-End User Support Portal: Web-based CourtesyCare Customer Portal allows the customer to place service requests, review service histories, run historical and executive summary reports, search knowledge base, add and delete members, review and print invoices, personalize service status notifications.

-Monthly Management Reports: CCI provides comprehensive integrated reporting for all data collected and stored in the system. From hardware and software inventory to bandwidth usage and server uptime. CCI will distribute monthly management reports, including detailed lists, tables and graphics, to authorized personnel within the customer's organization.

List of available reports:

- Hardware and software inventory
- Complete computer changes
- Disk utilization
- License usage and compliance
- Network usage and statistics
- Server and workstation uptime history
- Help desk trouble tickets
- Computer logs and status
- Security patch and update status

-Spyware Management: CCI will ensure the customer implements a sound anti-spyware program on their enterprise. CCI will then provide the management necessary to ensure that the product, and workstation protection remains effective and up-to-date as per the manufacturer's suggested guidelines. CCI will schedule the product license renewal dates for the customer, to ensure that the customer's solution provides continuous anti-spyware protection.

-Asset Management: CCI will run scheduled recurring audits to maintain a current list of all software and hardware installed on each managed machine. Change notifications are sent immediately when an audit scan detects changes in hardware or software.

-Report Generation: Generate reports on all installed hardware, software, data logs, and network statistics from managed machines. CCI will collect, sort, and format information on any machine or group of machines under management. Reports are available in Word, Excel or HTML format.

-Software License Management: Maintain copies of server and workstation software license certificates; manage maintenance renewals for these licenses. Report on gathered information as to how many total licenses of which software are currently in use. License management includes: Operating System, Microsoft Applications, Enterprise Backup, Enterprise Anti-Virus, Anti-Spam and Anti-Spyware.

-Server (Workstation) Life-Cycle Management: The Life Cycle Management process will provide proactive suggestions and reviews for replacing or upgrading your equipment before eminent failure. This process is tracked and monitored throughout the life cycle of the equipment so replacement can be performed prior to failure.

-Server (Workstation) Security Patch Management: CCI will automatically monitor, manage and install all known security patches on covered servers.

-Desktop Policy Enforcement: Upon customer's direction, CCI will control workstation access and end-user's ability to access files, access networks, and applications on the customer's network.

-Printer Setting Management: Managing network printer settings at the server and desktop level can be a daunting task. CCI will provide the management necessary to ensure the end user is provided the proper printer driver and connection to the network printers they need to effectively do their job.

-Server Backup Management: CCI will ensure compliancy and up to date revisions on their backup application software. CCI will monitor successful backups and review and repair failed backup jobs in a timely fashion. CCI will perform quarterly test restores to ensure the tapes are readable and the data restored is valid. (Note: CCI cannot guarantee the validity of all data on the tape)

Maintenance

-Online Asset Management: Online asset inventories and management reports will be provided on a monthly basis. Changes in installed software and hardware will be tracked and reported.

-Online Trouble Ticket Management: CCI's web-based CourtesyCare Customer Portal allows the customer to place service requests, review service histories, run historical and executive summary reports, search knowledge base, add and delete members, review and print invoices, and personalize service status notifications.

- **Server (Workstation Desktop) Optimization & Management:** CCI will provide various maintenance tasks to ensure a server remains healthy. The following tasks will be performed on a daily basis: de-fragmenting of the hard drives, backup verification, patch management, software audits, hardware audits, disk clean up, event log review.
- **Exchange Server Optimization & Management:** CCI will perform the following maintenance tasks related to the Exchange databases: Monthly off-line defrag, daily on-line defrag and upon customers request can limit the length of time deleted files are stored.
- System Updates:** Provide nightly system checks for Microsoft operating system and Microsoft Office Products application updates, implement the necessary system updates and report its success.
- System Updates:** Provide nightly system checks for Microsoft operating system and Microsoft Office products application updates, implement the necessary system updates and report its success.
- Service Pack Updates:** Provide nightly system checks for Microsoft Service Pack updates, implement the necessary Service Pack updates and report their success.
- Hard Drive Defragmentation:** Perform nightly disk Defragmentation.
- Temp File removal and System Cleanup:** CCI will perform the following nightly maintenance tasks: temp file removal, and system cleanup. System cleanup will include removal of the following: locally downloaded program files, Temporary Internet Files, offline files and temporary offline files. The routine will also include emptying the Recycle bin.
- Spyware Removal:** CCI will perform a spy-ware scan and removal process daily, the total number of removed infections will be reported in the monthly maintenance report.
- Daily System Audits:** CCI will perform daily system audits to detect unauthorized users or new equipment that have attached to the network infrastructure. If a new device is found, an alert will be generated to our CCI Monitoring team, reviewed and the appropriate action performed.
- Remote System Administration:** CCI will remotely administer the system through a secured proprietary interface. All machines are required to be left on but logged out of the network.
- Unlimited Server Remote Control:** CCI will provide and maintain the remote control interface to your covered servers. All machines are required to be left on but logged out of the network.
- Unlimited Phone Support:** CCI will provide unlimited phone support to the customer's authorized end-users, during normal business hours.
- Log File Maintenance:** CCI will verify all settings for log files and ensure successful system logging.
- Application Deployment:** CCI will deploy Microsoft application updates to any Microsoft Office product currently installed during the initial snapshot of the system. Custom application deployments can be added but are not included under this agreement.
- Quarterly On-Site Maintenance:** CCI will visit the site quarterly to verify all maintenance tasks and perform workstation maintenance as needed. Maintenance tasks include: Verifying the system fans are spinning and clean, verifying keyboards and mice are functioning normally.
- Disaster Recovery Labor Coverage:** CCI will perform the labor tasks to replace any failed machine after the hardware has been purchased or replaced. CCI is not covering any hardware component, only the labor to replace it.

Security

-Spyware Removal: CCI will perform a spy-ware scan and removal process daily, the total number of removed infections will be reported in the monthly executive summary report.

-Security Patch Management: CCI will perform daily patch scans, install and verify all current patches are up to date. Note: Patches will be installed only after a best effort verification process to determine the effects on the current network processes.

-User Account Administration: Upon the customer's authorized request, CCI will add, disable, remove, restrict, or modify user rights in Active Directory and on the local workstations. Upon request CCI will manage the password policy and enable changes when needed.

-Virus Definition Management: CCI will ensure the Enterprise Level AV solution subscription remains up to date and in force at the workstation and server level. CCI will maintain customer Enterprise Level AV renewal dates, and inform the customer of the renewal dates no less than 30 days prior to expiration. CCI will verify daily that the engine and pattern version levels remain up to date and report the number for infections removed in the monthly Executive Summary Report.

-VPN Client Management: CCI will create and maintain the customer's VPN client connections (e.g. creation/deletion of user VPN tunnels according to customer's request), maintenance issues, troubleshooting between firewall and end-point, customer support. (Note: Customer must own or purchase the equipment necessary to complete the VPN connection).

-File Sharing Permission Administration: CCI will manage customer's existing file share permissions, add remove and change the existing file share permissions as requested by customer.

Online Data Backup Service

Off-site | Secure | Automatic

Backup and Restore Your Critical Data Any Time... Anywhere...

Solution

Our Courtesy Care Online Backup Manager provides your business with a seamless off-site data backup solution which is not only safe and secure, but cost-effective and scalable to fit your IT budget.

Secure

Before your critical data is ever backed up to our secured data-center, it is compressed and encrypted, preventing unauthorized access at any level. Only you, along with your private login and password, can allow access to your precious data.

Affordable

Our online backup service does not require expensive tape drives, cartridges, software, and your time to do its job... repeatedly and unattended.

Easy to Use

Initial configuration takes only a few minutes, and then you will be able to enjoy the benefits of our automated online backup and restore service. Our reports are easy to understand, allowing you the piece of mind in knowing that your data is safely backed up and secured off-site in our hardened data-centers.

Benefits | Features | Security | Pricing

Your data is vital to the success of your business. It is crucial to ensure that your critical data is secured and available at all times.

The loss of critical data can happen at a moment's notice. A number of threats exist that could result in the loss of data, including flood, fire, theft, accidental deletion, viruses, power outages, failed IT systems, hackers, major disasters that render your facilities useless.

For many organizations, the tape drive is the last line of defense. But what if the tape drive fails or the data is not properly backed up each night?

To eliminate risk of exposure, businesses are confidently investing in our secured 'online' data backup and restore solutions.

By doing so, they free up limited IT resources, so they can focus on their bottom line, and rest assured knowing their data is safe.

Empower your company's success by investing in our Courtesy Care Online Backup Solution. Courtesy Computers has continued to provide cost saving managed IT services to the insurance industry since 1986.

Our Guarantee:

- Secured off-site Teir-1 FEMA class 5 data storage facility
- User friendly web interface and rich reporting features
- Automated data encryption and compression
- Immediate recovery of critical data 24/7
- No backup drives or tapes required
- Backup and restore your data from anywhere!

We take backup technology to the next level!

- Utilizing our safe, secure, and easy to use web-interface
- We increase data security, reduce manpower, and lighten the administrative burden - so you can concentrate on your business, not your backups!
- It's off-site, safe and automatic.
- Data is securely stored in our data vaults and always available for convenient access from anywhere at any time.
- Our solution is web-based, so backups can be performed and data can be verified and restored from anywhere in the world!

Benefits

- Daily Backup your files, Microsoft SQL Server, Microsoft Exchange Server, Lotus Domino Notes and Oracle
- Fully automated. No administration required.
- Send business data offsite to a secure data center.
- Protect business data against natural disasters, e.g. fire, flood as well as terrorist attacks.
- Save you time and money

Features

- Easy to deploy and maintain
- Easy to use web interface
- Customizable backup schedule allows backup to be scheduled at any time
- Compress and encrypt data automatically before sending them to the server (server stores only encrypted data)
- Increment backup strategy ensures that only new or updated files are sent to backup server
- Backup Microsoft SQL Server 7.0 / 2000, Microsoft Exchange Server 2000 / 2003, Lotus Domino / Notes 5.0 or above and Oracle 8i/9i (full & incremental backup support)
- Access backup data anytime, anywhere by using a browser
- Comprehensive backup report lists all files being backup. Backup report will be delivered to user automatically via email when each backup job completed.
- Backup data are CRC validated before they are stored on server.
- Customizable data retention policy allows user to access files even when they have been deleted.
- Select files to be backed up easily by using backup filter, e.g. selecting all *.doc and *.xls in your computer in a single operation
- Run any custom OS commands before/after a backup job.
- Run on Windows, Mac OS X, NetWare, Unix, Linux and all other platforms supporting a Java2 Runtime Environment (JRE) 1.3.1 or above
- Allows patches to be deployed to hundreds of clients easily
- System activity report, showing all backup system information, will be delivered to system administrator via email everyday.

Security

- Point-to-point SSL communication between server and client
- Support HTTP/HTTPS Proxy and Socks v4/v5 firewall
- Data are 128-bit encrypted when stored on backup server
- Choice of different encryption algorithms, e.g. TwoFish, Triple DES, Advanced Encryption Standard (AES)
- Choice of different encryption modes, e.g. Electronic Cook Book (ECB) and Cipher Block Chaining (CBC)
- A random initializing vector, salt and iteration count will be generated by the software automatically when encrypting your data
- Each backup user can restrict online access to his files to his pre-defined list of IP addresses

Online Backup provides an efficient and cost effective way of safely storing and retrieving your data from 'off premise'. There by ensuring that your data will be there when you need it most.

The Benefits of OBM

- Reliable
- Secure
- No yearly renewals
- No hardware costs
- No tape media to contend with
- Easy To Use Web Interface
- Support services are included
- Supports mobile user laptops
- Automated Daily Status Reports

Frequently Asked Questions

[Where to begin?](#) | [Setting Backup Schedules](#) | [How safe is the backup and restore process?](#) | [Reporting](#) | [Data Restoration](#)

Where do I begin?

Where do I start to begin using your Online Backup Manager (OBM) service?

Go to www.ccibackup.com. Upon signing up, we encourage all new customers to use our system for the first 30 days, in order to ensure their satisfaction with our service. The starting process is a quick and simple one, and we are always available to assist you to ensure that your first experience is a successful one, and to fully understand the many benefits our system can provide you. So, do not hesitate to contact our technical help desk for further assistance.

How do you charge for your service?

As you will see, our prices are very attractive, compared to other off-site / on-line backup service companies.

We provide the infrastructure and managed services, so we can pass that savings directly to you. We charge for the average total amount of data (per gigabyte) that is stored at our data-centers on a monthly basis. We also provide discounted plans for annual prepaid subscriptions. Your files are first compressed (and encrypted) before they leave your system. Normally the compression ratio is up to 80% for documents, spreadsheets, and database type files.

Can I test Online Backup Manger, before I ?

Absolutely! We provide 30 days of hands on testing for all of our first time customers. We encourage it! During your free trial period, take advantage of our helpdesk services to assist you with questions and configurations.

What do I need to successfully use OBM?

We recommend that you utilize a broad band internet connection. The cost for broad-band internet connections are now affordable and easy to use.

Can I use OBM to backup all my company's mobile users and their laptops?

Absolutely. Today, businesses have begun shifting to a mobile workforce. This sometime creates a dilemma of ensuring that the data stored on the mobile laptops are routinely backed up and secured. Our service allows for the mobile user to automatically backup their data any time they are connected to the internet. in the event they are disrupted and must continue on the mobile way, OMB will seamlessly pick up where it left off the next time the mobile user connects to the internet.

Setting Backup Schedules

How often should I have OBM backup my data?

Depending on the importance of your data and the frequency in which changes are made to them, OBM can back them up any time and as often as you like

Can I backup entire hard drives as well as individual files?

OBM has the ability to not only backup individual files or entire networks, but also provides the ability to quickly restore a single user's single email or the entire network.

How long does it normally take to backup my data?

After the initial data upload, only those files that have been modified or changed are backed up. We use a form of data verification and upload call 'delta byte block', which will even backup only the portions of a file that have changed, saving even more time in having to upload entire files such as large database files.

How safe is the backup and restore process?

OBM provides built-in data integrity measures, to ensure that if your backup or restore procedure is suddenly interrupted, it will begin where it left off, once the connection is reestablished and the process begins.

Does OBM allow me to pick the files I need to backup?

Yes. OBM provides a wide range of filters for you to select from. Allowing you the flexibility to pick and choose what types of files you wish to backup or ignore.

How is the data encrypted?

OBM provides a multitude of encryption methods to ensure that your data remains secure and accessible only to you. The most important thing for you to remember is not to forget your password or certificate number!



How secure are your data centers?

Our data centers are located in the NAP of Americas in Miami and the Chicago NAP. Both centers are Tier-1 facilities, and reinforced to withstand a category 5 hurricane with sustained winds of 200 mile per hour. Each facility is capable of running on independent power for up to 9 weeks, and is fully staffed and monitored 7/24/365.

Reporting

How do I know that my data has been successfully backed up?

OBM reports the success and failure of your backup each day. The executive summary report provides all the information to keep you on top and confident in knowing we are doing our job. As an added precaution, we also monitor your backup activities to ensure that your data continues to successfully backup. If we notice an anomaly in your routine backup, we will notify you so we can work together to resolve any issues.

Data Restoration

Can you explain to me the abilities of restoring data from OBM?

Absolutely. OBM provides the ability to quickly and securely restore your precious data to anywhere you need it... at anytime.

Whether it is a single piece of email that one of your employees accidentally deleted, or an entire hard drive from a critical server that failed, OBM will allow you the opportunity to effectively and completely restore your data from your latest backup set to as far back in time that you have allotted your data to be retained in the data-center.

In the event of a major catastrophic event, our Courtesy Care Help Desk will be able to assist you in your data restoration efforts. Whether it be in restoring data to your location, or a location of your choice (third party vendor or ASP), we are there to assist.

Our Courtesy Care Online Backup Service offers organizations of all sizes a feature rich off-site backup solution at a truly affordable price.

Visit www.ccibackup.com today to begin a free 50mb trial.

Courtesy Care Online Backup Service Price Table	
Total Data Stored (Gigabytes)	Price per Month (per stored GB)
2.5 to 19GB	\$10.00
20 to 50GB	\$9.50
51 to 100GB	\$8.50
100 to 199	\$7.50
200+	\$6.75

Additionally

We offer a discounted 'pre-paid' Backup Plan for only \$3500.00 for the entire year. The plan includes 50GB of space, with additional storage billed monthly at 8.50 per GB. Saving you over \$1600 per year!

At no charge, we will assist you with evaluating and selecting the proper data for online backup.

You will only be billed for the total average of data stored during the previous month.

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SAFE... SECURE... RELIABLE...
 HIPAA, SOX, GLBA COMPLIANT

Experience it for yourself today...

Visit www.ccibackup.com for a free 30 day trial

We take backup technology to the next level

Utilizing our safe, secure, and easy to use web-interface

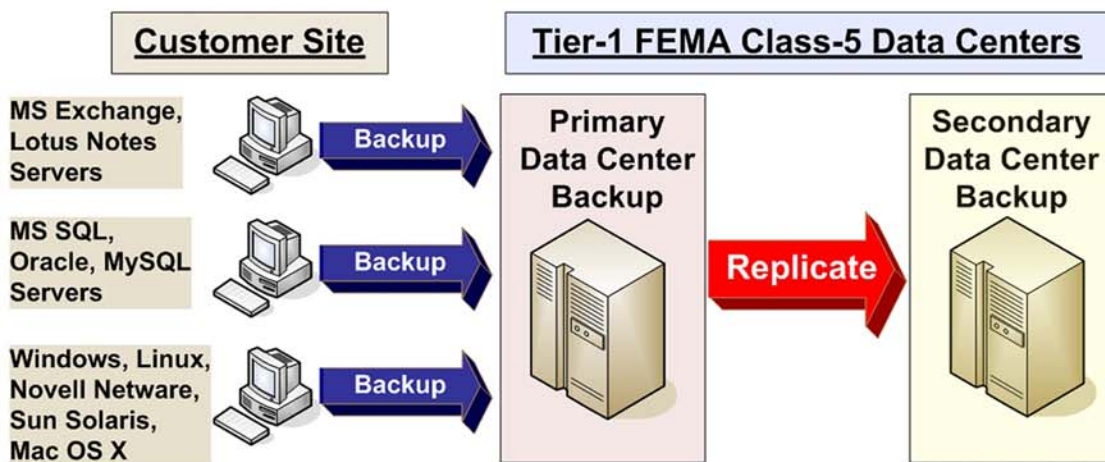
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- Is off-site, safe and automatic
- Your data is securely stored in our data vaults and always available for convenient access from anywhere at any time.
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100 to 199	\$7.50
200+	\$6.75

Get a 'pre-paid' 50GB Backup Plan for only \$3500.00 for the entire year, and save over \$1600 per year!

Online Data Backup Topology



Automatic Backup Operations:

- Collects all files which are new or have been updated since last backup.
- Each of these files is zipped, encrypted and securely backed up to the Courtesy Care Backup Server through Secure Socket Layer (SSL).
- User friendly Web Interface allows for easy administration.
- Nightly reports are automatically generated and sent to your designated administrator.
- File restoration is quick and easy to perform.



Up THE CREEK WITHOUT A BACKUP?



COURTESY CARE

ONLINE DATA BACKUP SERVICES

will KEEP YOU IN THE MAIN STREAM!

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Providing Network Solutions to businesses for over 20 years

- Network Consulting
- Network Security Audit
- Online Data Backup Services
- Managed Network Services

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info@courtesycomputers.com

**We take great pride in offering you our Tiered Managed IT Services Plans.
In doing so, we continue to commit to our customer's business goals:**

- Provide quality managed services at an affordable price
- Help improve our customer's ROI
- Maintain network security
- Maintain peak network performance
- Reduce system downtime
- Reduce reactionary services through proactive network management

Our managed IT services are tiered to help you meet your business needs

- Make your IT costs truly predictable
- Eliminate downtime and remove vulnerabilities
- Extend the capabilities of your overworked IT staff
- Leverage the strategic advantages of technology breakthroughs
- Provide Off-site Online Data Backup Services
- Comprehensive network management
- Multiple service levels to meet specific business needs
- Help-Desk Support Services
- Disaster Recovery Support
- Online Backup Services

Providing Quality Network Services for Businesses Nation-Wide



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