

# Worry-Free Network Care

By popular request, we would like to introduce you to InfoStream's new Worry-Free Care Program! For a fixed monthly cost, we will take over a major portion of monitoring and maintaining your computer network at a fixed, predictable cost. In addition we are including up to four limited support incidents per month.

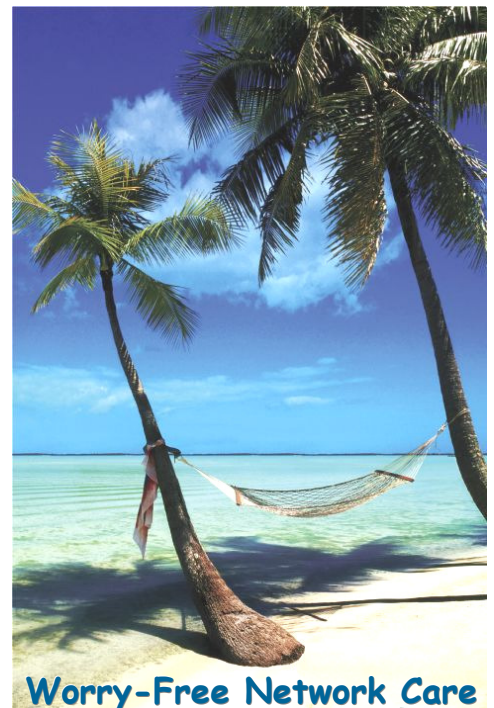
As always, our goal is to provide the highest level of service and care for our clients. You no longer have to do the worrying about backups, disaster recovery and impending problems.

In the past, most calls required a visit to your site and incurred a minimum 1 hour charge. Now we can remote in to any server or workstation and often resolve any issue in minutes!

For most of our clients, this complete package only costs \$300/mo. A basic package is only \$140/mo. If you are a quarterly server maintenance subscriber, you get an additional \$40 per month off of the full package!

## Why?

- Fixed price monitoring and support of common issues
- Free up in-house staff time for other work
- Know for certain your backups and systems are being checked
- Quicker response
- Reduced service charges
- Priority support
- Stay on top of major software upgrades



4 Hours: Estimated monthly staff time freed up

\$ 375: Monthly estimated cost to regularly patch server, install upgrades, add/delete users and monitor the server.

\$ 250: Four (4) support calls at minimum charge of 1/2 hour.

**Before....**

**4 Hours Staff Time Saved  
Plus...**

**\$ 625+ /mo. Est. Expenses**

**After...**

**For \$300/month Fixed Cost!  
Basic Plan only \$140**

Subscribers get a **free**, detailed "Acceptable Use" form that they can customize and use as they see fit!

**Acceptable Internet Use Policy**

**Bandwidth** — The firm has a limited amount of "bandwidth" or internet speed. A single user can cause major slow downs for the rest of the firm simply by accessing a demanding resource. No one should watch or listen to audio or video content or use the internet. This includes things such as internet radio, any kind of video playback, webcams, chat or any streaming applications.

**Internet Applications** — No one is allowed to use any unapproved (in writing) internet applications such as music sharing, weather, stock tickers, toolbars, chat programs, or video conferencing. Most of these programs install spyware that can be extremely costly to remove. Many firms are being sued over employee use of music and video sharing services.

**Unapproved Applications** — No one is to install any program or application on any firm computer without the express, written permission of management. This includes free programs or software brought from home. Firm owned software should never be taken home.

**Appropriate Use** — All internet use, and e-mail, is logged and periodically reviewed. Internet use should be firm related only. Any public communications should be professional and courteous. Only business related weblogs should be used.

**E-Mail** — E-mail should be for firm use only. Attachments should be as small as possible in size to keep the burden on the network to a minimum. When making anything to more than 10 people, care should be taken to either avoid attachments or keep them small. Staff members are expected to maintain their mailboxes by deleting old mail, deleted mail and sent mail on a regular basis.

**Personal E-Mail** — Opening personal e-mail such as Yahoo, Hotmail, Gmail, AOL, etc. is prohibited. Outside e-mail accounts bypass many of the virus and spyware barriers and are the source of most malware outbreaks resulting in large expenses to the firm to fix the damage.

**Security** — Your password should be protected at all times. Never write it down or share it with anyone. Your computer should always be logged off or locked when unattended. The computer should be turned off every night. When accessing the network remotely, it should be in a secured environment without anybody nearby.

**Personal Devices** — No personal computing devices should be attached to any firm equipment. This includes photo, cell phones, laptop computers, MP3 players, etc.

**Storage** — Files stored on the network should be kept maintained by the user. Any old or unneeded files should be removed and housekeeping routinely performed.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

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For a limited time, we are able to include free 24/7 monitoring and updating! We can even patch your servers and reboot them in the middle of the night!



**Worry-Free Network Care**

**InfoStream, Inc.** Phone: 561-968-0046  
E-mail: alan@infostream.cc

<b>Just <u>Some</u> of What's Included...</b>	<b>Vital Care</b>	<b>Worry Free Care</b>
<b>Proactive</b> — 24/7 network monitoring, patching, repair and alerting.	✓	✓
<b>Backups</b> — Monitor all tape and disk backups (Backup Exec)	✓	✓
<b>Disaster Recovery Monitoring</b> — Check server image backups (Acronis)	✓	✓
<b>Active Virus Pattern Monitoring</b> —Ensure all security apps are updating	✓	✓
<b>Server Updates</b> — Monthly "Patch Tuesday" server updating	✓	✓
<b>Service Packs</b> — Service pack updates for server applications (Windows, ISA, SQL, Exchange, SBS, etc.)	✓	✓
<b>Active Monitoring and Reporting</b> — We actively monitor server space, memory use, services running, internet speed, mailbox issues and web use.	✓	✓
<b>User Accounts and Mailboxes</b> — Includes Add/Delete/Change for employee accounts and mailboxes		✓
<b>Workstations Patching</b> — Best-effort, centralized, workstation patching		✓
<b>Application Upgrade: Backup Exec</b> — Install any free updates to Backup Exec		✓
<b>Application Upgrade: GFI</b> — If you are on the GFI anti-spam maintenance program, get free upgrades installed at no charge as new versions are released.		✓
<b>Application Upgrade: Trend</b> — Trend regularly comes out with major new versions for active antivirus subscribers. We will install these new suites for free.		✓
<b>Application Upgrade: Acronis</b> — Those on Acronis maintenance get free upgrades. We download and install these for you.		✓
<b>Support Incidents</b> — Includes four free instances of remote support (workstation or server) for up to 15 minutes in length		✓
<b>Priority Care</b> — Clients on the Worry-Free Care program receive priority care and escalated problem response		✓
<b>Cost</b>	<b>\$140</b>	<b>\$300</b>

*Price is for one network location with a primary server. Additional servers are an additional \$70/month.*