

Appendix of Products on a TotalCare Agreement

Products that are on this agreement are provided by VentureNet and are subject to change.

DESCRIPTION

TotalCare provides our clients with an all-in, per user cost fully outsourced IT contract that covers everything. The cost per user pricing includes all support for PC's, servers, and the replacement of all network gear. Per user pricing keep costs predicable and scalable up or down. We also understand that not all solutions fit everyone. TotalCare provides additional options for items like HIPPA or 24x7 services that might not be needed by all clients.

INCLUDED

- **Antivirus (AV)** – *VentureNet provides and maintains licensing for enterprise network AV that is deployed and managed by VentureNet on the network. The AV includes malware and ransomware prevention. Any remediation of issues related to the AV are included in the MSA.*
- **Antispam (AS)** – *VentureNet provides and maintains licensing for enterprise network level AS solution that is deployed and managed by VentureNet to each email user on the network. Any remediation of issues related to the AS are included in the MSA.*
- **Zero Day Threat Hunting** – *VentureNet provides and maintains licensing for enterprise network level Metadata Analysis tool. MA evaluates and identifies suspicious programs scheduled to start up during a computer boot process or user login known as “persistence mechanisms” (PM’s). PM’s are associated with hidden or zero-day PC threats. If a threat is identified, VentureNet will clean out the process under this agreement.*
- **Employee Security Testing and Education (ESTE)** – *VentureNet provides and maintains licensing for ESTE. We use controlled and monitored spam campaigns to measure responses to security risks and follow up with training. This helps employees become aware of the role they play in digital security. Any remediation of issues related to the ESTE are included in the MSA.*
- **Private & Secure DNS (PS-DNS)** – *VentureNet provides and maintains licensing for a private DNS that adds a layer of security when accessing the internet. Requests to webpages that are known to be compromised will be blocked automatically. Any remediation of issues related to the PS-DNS are included in the MSA.*
- **Local Area Network (LAN) Monitoring (LAN-M)** – *VentureNet provides and maintains licensing for automated tracking of all devices connected to the LAN. This includes PC’s, servers, printers, wireless devices, and any other connected device. Devices with a physical LAN connection will report IP, MAC address and device type. Any remediation of issues related to the LAN-M are included in the MSA.*
- **Hardware as a Service (HaaS)** – *VentureNet provides and maintains all necessary business class Firewall, Switches, and Wireless Access Point (WAP) needed for the client. Any remediation of issues related to the HaaS are included in the MSA. Hardware replacement is included for HaaS.*
- **VNetCentral Helpdesk** – *VentureNet provides and maintains access to our DFW based helpdesk staffed by VentureNet employees. The CloudCare MSA includes remote Help Desk support for employee issues.*
- **VNetCentral Onsite Support** – *VentureNet provides onsite service visits for issues that cannot be handled remotely. On site visits are conducted by VentureNet employees, not contractors.*
- **Hardware Maintenance and Management for Servers and Workstations** – *24-7 monitoring, application of security patches, monitoring of hardware health and manufacture warranty status included. Requested hardware or software remediation will be Included.*
- **Hardware Procurement** – *VentureNet will make recommendations on hardware for new staff or to replace hardware as needed.*
- **Software Procurement** – *VentureNet will make recommendations on new software and Operating System (OS) licensing for new staff or to replace software and/or OS that no longer supported.*

- **Automated Software & Hardware License Tracking** – *VentureNet will track software and hardware licensing and support contracts where appropriate. We will provide quotes for renewal when needed.*

- **Quarterly Business Review Meetings** – *Used to gain a better understanding of the Customer's business so that existing solutions can be evaluated, and new solutions can be recommended. Review network reports and resolved tickets from the preceding quarter, discuss ongoing issues and resolutions. Discuss risks and opportunities related to the Customer's business and adjust IT roadmap accordingly.*

- **Emergency Response Times for Critical Events** – *VentureNet will provide a quick response for critical events during normal business hours (8 AM – 5 PM). VentureNet and the Customer will need to discuss what constitutes a critical event in advance.*

OPTIONAL

- **After-hours [24-7] On-Call** – *VentureNet will provide: Access to on-call VentureNet techs for after-hours emergency or critical alerts.*

- **Managed Web Filtering** – *VentureNet will provide: Managed Web filtering by category or specific site; filtering by group or user; filtering for remote users or mobile users; reporting on activity*

- **Backup of Cloud Services** - *VentureNet will provide: 3x/day automated backup for Office 365's Exchange, OneDrive and SharePoint; Perform additional on-demand backups at any time; Restore individual files, emails or groups of files back into a user's account or export them.*

- **HIPAA compliance support and planning** – *VentureNet will provide: Help in achieving HIPAA compliance, help with ongoing HIPAA Maintenance, Policies, Procedures and Training. We provide a private HIPAA web portal for all Processes, Documentation and Reporting; Incident Management and Remediation; Audits for Security Risk Assessment and Remediation Plans*

- **Advanced Email Archiving** – *VentureNet will provide: Email Archiving for each email user that retains the original email and Metadata. Archive captures inbound, outbound, and internal email and can allow users centralized control of email archive and retention policies.*