

WatchNet Business Monitoring



Company

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TABLE OF CONTENTS

Proprietary Notice & Non-Disclosure Statement 3

WatchNet Overview: Purpose & Objectives 3

Service Levels and Pricing5-7

Frequently Asked Questions 8

Free 27-Point Network Audit Gets You Started 8

PROPRIETARY NOTICE & NON-DISCLOSURE STATEMENT

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PURPOSE AND OBJECTIVES

The purpose of this document is to outline Intellisys WatchNet business monitoring. This service is designed to dramatically reduce or eliminate computer problems in your business while maximizing your network's speed, performance, and stability, without the expense of a full-time IT staff.

Unlike other computer consultants who profit from the failures in your IT environment, our purpose is to PREVENT computer problems from escalating into unexpected downtime, data loss, interruptions in business, and financial loss. In fact, our WatchNet program does not allow us to profit from your technology troubles in any way.

This program is ideal for business owners who:

- ✓ Need to have their computer network, e-mail, database, and Internet access up and running 24/7/365 without problems. Value the security of their data, and want to do everything possible to prevent loss, corruption, or theft.
- ✓ Want to maximize the speed, availability, and performance of their network.
- ✓ Hate dealing with--or thinking about--computer problems and other complexities of operating a computer network.
- ✓ Don't have the time or staff to deal with computer network maintenance.

THE BENEFITS ARE OBVIOUS

- ✓ **You'll avoid expensive repairs and recovery costs.** Our network monitoring and maintenance will save you money by preventing expensive network disasters from ever happening in the first place.
- ✓ **You'll experience faster performance, fewer glitches, and practically zero downtime.** Some parts of your system will degrade in performance over time, causing them to slow down, hang up, and crash. Our preventative maintenance and network monitoring will detect these problems early and prevent them from escalating into more expensive repairs and downtime.
- ✓ **You'll feel as though you have an in-house IT department--without the costs.** As a network maintenance customer, you'll have access to a knowledgeable support staff that can be reached immediately should you have any kind of problem or question.
- ✓ **You'll receive substantial discounts on IT services that you are already buying.** Most IT firms will nickel and dime you over every little thing they do. Under this program, you'll pay one flat, affordable rate and get all of the technical support you need. No hidden charges, caveats, or disclaimers.
- ✓ **You'll eliminate trip fees and receive faster response to your problems.** Thanks to our remote monitoring and maintenance software, we will have the ability to remotely access and repair most network problems right from our offices. If we cannot fix it remotely, we will dispatch a technician to your office.
- ✓ **You'll be able to budget for network support just like rent or insurance.** Wouldn't it be nice to avoid unexpected costs for fixing or restoring your network? Now you can.
- ✓ **You'll sleep easier knowing the "storms" are being watched.** Cyber criminals never sleep! But thanks to our 24/7/365 monitoring and on-going maintenance, you'll have one less thing to worry about.
- ✓ **You'll safeguard your data.** The data on the hard disk is always more important than the hardware that houses it. If you rely on your computer systems for daily operations, it's time to get serious about protecting your critical, irreplaceable electronic information.
- ✓ **You'll stop annoying spam, pop-ups, and spyware from taking over your computer and your network.** Not only are these intruders annoying, but they can introduce viruses and jeopardize the security of your network.
- ✓ **You'll gain incredible peace of mind.** As a business owner, you already have enough to worry about. We'll make sure everything pertaining to your network security and reliability is handled so you don't have to worry about it.

SERVICE LEVELS AND PRICING

Basic Level Service Includes:

Initial Site Survey (27-Point Network Audit):

A senior engineer will come on-site to create initial network documentation, as well as audit your network for potential problem areas including:

- ✓ Network security
- ✓ Data back-ups
- ✓ Virus protection
- ✓ Spam filtering
- ✓ Hardware integrity (check for pending failures)
- ✓ System performance and trends
- ✓ Overall network design and layout

Network Monitoring:

This 24/7 network monitoring service will allow us to watch every aspect of your network to detect and report problems before they escalate into downtime, data loss, or expensive repair issues. Some of the items we will monitor include:

- ✓ Weekly Server traffic and load
- ✓ Hardware integrity and reliability
- ✓ Storage space and availability
- ✓ Back-up success and failures (optional off site)
- ✓ Anti-virus protection monitoring from Server
- ✓ Windows update monitoring and apply patches
- ✓ Spyware detection and removal from Server

Phone System Monitoring

- ✓ 24x7 monitoring of the Phone System
- ✓ Weekly IPBX Monitoring traffic and Load
- ✓ Weekly IPBX hardware integrity and reliability
- ✓ Storage space and availability
- ✓ Nightly IPBX Backup Weekly Reporting
- ✓ Error Log Review and Correction

Annual On-Site Consultation:

Every year months we will come on-site to perform an extensive analysis of your network's trends, security, and performance, as well as to review your company's goals and technology issues with you. This quarterly review will allow us to make specific recommendations for improving your network performance, office productivity, and help you plan and budget for future IT needs.

Guaranteed 4-Hour Response to Technical Problems

First 10 Minutes of Remote and Phone Support per PC/Server Included, for up to 10 calls per month. Then \$20 per 15-Minute Increments

A Preferred Client Discount on Standard Technical Support Rates

Virus Definition and Security Patch Updates

Semi Annual Summary Report

PRICING: \$150 per Month Minimum
\$10 per PC
\$150 per Server
\$15 per Additional Network Device Monitored
(Firewalls, routers, switches, etc.)

Professional Level Service Includes:

Initial Site Survey (27-Point Network Audit):

- ✓ A senior engineer will come on-site to create initial network documentation, as well as audit your network for potential problem areas including.
- ✓ Network security
- ✓ Data back-ups
- ✓ Virus protection
- ✓ Spam filtering
- ✓ Hardware integrity (check for pending failures)
- ✓ System performance and trends
- ✓ Overall network design and layout

Network Monitoring:

This 24/7 network monitoring service will allow us to watch every aspect of your network to detect and report problems before they escalate into downtime, data loss, or expensive repair issues. Some of the items we will monitor include:

- ✓ Server traffic and load
- ✓ Hardware integrity and reliability
- ✓ Storage space and availability
- ✓ Back-up success and failures
- ✓ Anti-virus protection
- ✓ Spyware detection and removal
- ✓ Uninterruptible Power Supply (UPS) monitoring
- ✓ 8 x 5 Tier 2 Help Desk Support 15 min Free

Phone System Monitoring

24x7 monitoring of the Phone System/Dialtone connectivity. We will actively watch and monitor your Phone System to keep it running smoothly. Nightly configuration and programming backups will give you the peace of mind to sleep when the wind blows. Some of the items will monitor include:

- ✓ IPBX Monitoring traffic and Load
- ✓ IPBX hardware integrity and reliability
- ✓ Managed Routers, & Connectivity
- ✓ Managed Ethernet POE Switches(optional)
- ✓ Storage space and availability
- ✓ Backup and Success Failures Reported Weekly
- ✓ Uninterruptible Power Supply (UPS) monitoring
- ✓ Error Log Review and Correction
- ✓ 8 x 5 Tier 2 Help Desk Support 15 min Free
- ✓ Unlimited Web Based User Training

Quarterly Consultation

Every three months we will perform an extensive analysis of your network's trends, security, and performance, as well as to review your company's goals and technology issues with you. This quarterly review will allow us to make specific recommendations for improving your network performance, office productivity, and help you plan and budget for future IT needs.

Monthly Network Audit and Tune Up:

Every month a technician will conduct a thorough audit and tune up of your network to:

- ✓ Review and update available security patches
- ✓ Check status of Anti-Virus Clients
- ✓ Test peripherals, such as UPS(s)

- ✓ Perform a full data restore to ensure back-ups are functioning properly
- ✓ Review hard drive space, memory, CPU utilization
- ✓ Review network documentation and make changes as necessary
- ✓ Review routers, firewalls, and switches for failure or problems
- ✓ Optimize server for maximum performance and reliability
- ✓ Review and install operating system updates
- ✓ Verify backup and restore data (optional test restore)
- ✓ In-depth review of server logs for errors and potential problems
- ✓ Add and remove users

Spam Filtering For Up To 25 Users

Thanks to a remote filtering service we offer, we can stop 97% of all spam and filter 100% of viruses sent via e-mail without requiring you to purchase and maintain expensive in-house hardware or software. Note: an additional fee of \$3 per user per month will be charged for users above the initial 25.

Guaranteed 2-Hour Response to Technical Problems Or Service is Free

First 15 Minutes of Remote and Phone Support per PC/Server Included, Then \$15 per 15-Minute Increments

A Preferred Client Discount of 20% on Standard Technical Support Rates

Virus Definition and Security Patch Updates

Creation of Acceptable Use Policy

Monthly Executive Summary Report and Daily System Status E-mail Update

Client access to Virtual System Administrator

Unlimited Software Upgrades (labor only)

Spyware Monitoring and Removal

Adding and Removing Users

PRICING: \$295 per Month Minimum
\$15 per PC
\$200 per Server
\$25 per Additional Network Device Monitored
(Firewalls, routers, switches, etc.)

Platinum Level Service Includes: *Best Value!*

Initial Site Survey (27-Point Network Audit):

A senior engineer will come on-site to create initial network documentation, as well as audit your network for potential problem areas including.

- ✓ Network security
- ✓ Data back-ups
- ✓ Virus protection
- ✓ Spam filtering
- ✓ Hardware integrity (check for pending failures)
- ✓ System performance and trends
- ✓ Overall network design and layout

Network Monitoring:

This 24/7 network monitoring service will allow us to watch every aspect of your network to detect and report problems before they escalate into downtime, data loss, or expensive repair issues. Some of the items we will monitor include:

- ✓ Server traffic and load
- ✓ Hardware integrity and reliability
- ✓ Storage space and availability
- ✓ Back up success and failures
- ✓ Anti-virus protection
- ✓ Uninterruptible Power Supply (UPS) monitoring
- ✓ Off Site Critical Data Backup with Quarterly Restore Testing
- ✓ 8 x 5 Tier 1 Help Desk Support Unlimited

Phone System Monitoring

24x7 monitoring of the Phone System/Dialtone connectivity. We will actively watch and monitor your Phone System to keep it running smoothly. Nightly configuration and programming backups will give you the peace of mind to sleep when the wind blows. Some of the items will monitor include:

- ✓ IPBX Monitoring traffic and Load
- ✓ IPBX hardware integrity and reliability
- ✓ Managed Routers, & Connectivity
- ✓ Managed Ethernet POE Switches(optional)
- ✓ Storage space and availability
- ✓ Backup and Success Failures Reported Weekly
- ✓ Uninterruptible Power Supply (UPS) monitoring
- ✓ Error Log Review and Correction
- ✓ 8 x 5 Tier 1 Help Desk Support

Quarterly Consultation:

Every three months we will come on-site to perform an extensive analysis of your network's trends, security, and performance, as well as to review your company's goals and technology issues with you. This quarterly review will allow us to make specific recommendations for improving your network performance, office productivity, and help you plan and budget for future IT needs.

Monthly Network Tune Up:

Every month a technician will conduct a thorough audit and tune up of your network to:

- ✓ Review and update available security patches
- ✓ Check status of Anti-Virus Clients
- ✓ Perform a full data restore to ensure back-ups are functioning

properly(Optional)

- ✓ Review hard drive space, memory, CPU utilization
- ✓ Review network documentation and make changes as necessary
- ✓ Review routers, firewalls, switches for failure or problems
- ✓ Optimize server for maximum performance and reliability
- ✓ Review and install operating system updates
- ✓ Test backup and restore data quarterly(optional)
- ✓ In-depth review of server logs for errors and potential problems
- ✓ Add and remove users

Unlimited Spam Filtering For All Users:

Thanks to a remote filtering service we can stop 97% of all spam and filter 100% of viruses sent via e-mail without requiring you to purchase and maintain expensive in-house hardware or software.

FREE Break-Fix Services:

In the RARE event that your network goes down, or if you experience any type of problem, our team of senior technicians will troubleshoot and resolve the issue at NO ADDITIONAL SERVICE FEE to you. You can consider this like a network insurance plan.

FREE Unlimited Help Desk Support:

You and your employees can call anytime during business hours and speak to a technician about problems they are experiencing.

FREE Server Restore:

In the case of fire, flood, or other disaster, we will restore your server to its original state. (Labor only. Software and hardware costs are additional.)

A Preferred Client Discount on Non-Covered Technical Support:

This includes network upgrades, special projects, or any other type of service we offer outside of this plan.

FREE Year-End Technology Review to help you plan how to use technology to increase productivity, cut costs, gain competitive advantages, and support your company's growth.

Guaranteed 1-Hour Response to Emergency Technical Problems

Same Day Attention to Standard Service or Requests.

Virus Definition and Security Patch Updates

Virus REMOVAL and Cleaning

Creation of Acceptable Use Policy

Monthly Executive Summary Report and Daily System Status E-mail Update

Client VPN Support

Unlimited Software Upgrades (labor only)

Spyware Monitoring and Removal

Adding and Removing Users

Vendor Liaison Services

PRICING: \$495 per Month Minimum

\$35 per PC

\$400 per Server

\$25 per Additional Network Device Monitored (Firewalls, routers, switches, etc.)

FREQUENTLY ASKED QUESTIONS

Q: If I sign up for this program, what is my commitment?

A: We request that clients sign up for a 12-month commitment to allow us to allocate the appropriate resources to your account. However, for first-time contracts, we will allow an initial 3-month commitment to allow you to test the waters and see if this program works for you. You may also cancel this agreement at any time, without penalty, as long as you give us 30-days' written notice.

Q: Are new hardware and software installation costs covered under this agreement?

A: Yes, if you sign up for the Platinum Service. If you are a Silver or Gold Client, you will receive a discount on our rates for installing and configuring new hardware and software. **Note:** The costs of the hardware and software are NOT included. However, we will act on your behalf to research, recommend, and purchase new hardware and software at no additional cost if you are a Platinum Client.

Q: Will you guarantee that I won't have any technical problems or downtime?

A: No, we cannot guarantee that you will never have any technical problems or downtime; no one can. However, we will guarantee you will see a significant drop in the number of problems you experience and a dramatic improvement in the speed, performance, and reliability of your system if you take and implement the suggestions that we recommend. Plus, if you are a Platinum Client, we will resolve any computer network problems without billing you additional fees.

FREE 27-POINT NETWORK AUDIT GETS YOU STARTED

To introduce you to our WatchNet business monitoring we'd like to offer you a FREE on site, 27-Point Problem Prevention Audit performed by one of our senior technicians.

Upon completion of this audit, we'll provide you with a detailed report that will outline where you are at high risk for viruses, downtime, or other problems, and what options you have for protecting yourself. As always, our goal will be to find low-cost simple fixes to conserve your budget.

We will then make a recommendation on the level of service we feel would work best for you. However, you will be under no obligation to sign up for the program. We are simply offering this audit as a way of determining if you are a good fit for this type of service.

To request your FREE Network Audit, contact our office:

Your Name _____

Company _____

Address _____

City, State, Zip _____

Email _____

Website _____

