Computer Network Preventative Support Programs

Maximizing network uptime is a constant challenge. The **Leppert Preventative Support Program (PSP)** is designed to manage your computer network, to maximize your uptime and minimize the disruption which unplanned maintenance creates. By scheduling regular operating checks, using the automated Daily Health Check & the *netWatch* Health Monitoring, the return on your investment is maximized as time is used to correct and avoid problems rather than responding to emergencies.

FEATURES OF PSP PROGRAMS

- ✓ AUTOMATED DAILY HEALTH CHECK
- ✓ *netWatch* DAILY MONITORING
- ✓ SCHEDULED SYSTEM REVIEW
    - ✓ CHECK EVENT LOGS
    - ✓ CHECK BACKUP STATUS
    - ✓ CHECK VIRUS STATUS
    - ✓ CONDUCT MINOR SYSTEM CORRECTIONS
    - ✓ CHECK STATUS OF WINDOWS UPDATES
    - ✓ CHECK SECURITY STATUS
    - ✓ CHECK FIREWALL OPERATION
- ✓ RESPOND TO SPECIFIC USER NEEDS
- ✓ TELEPHONE & WEB ASSISTANCE
- ✓ ONSITE SYSTEM REPAIRS & SOFTWARE INSTALLATION AS REQUIRED
- ✓ DETAILED SYSTEMS CHECK REPORT
- ✓ PREFERRRED RATES FOR SERVICE BASED UPON PLAN

System Support Guidelines

- ♦ PSP plans integrate our support centre's online connection directly into client systems. Using Web based technologies it is possible for the support team to respond faster for initial diagnosis and corrections. It can also reduce the amount of time used for each incident as minor incidents can be handled without resorting to onsite support.

- ♦ Clients are encouraged to acquire software which can assist in automating many support tasks, such as virus updates. This can help to maintain the integrity of the system with less support time being required.

- ♦ PSP time is applied to onsite work, telephone support, connected support or e-mail support as required by clients. For support provided remotely, reduced billing increments apply

- ♦ Standard support hours are weekdays 8:30 am to 5:00 pm, holidays excepted. Work performed after hours commands premium charges. Consult with your advisor in advance of the work being performed.

- ♦ Clients are encouraged to use Server Snapshot software as insurance against the costs of server rebuilds

Gold PSP
–designed for clients with multiple servers, multiple locations, larger workstation fleets & more complex needs.
- ♦ Daily Health Check, 1st Server included
    - ♦ Additional server $34/mo
- ♦ *netWatch* Daily Monitoring
- ♦ Up to 12 hours IT time per month

Package Price: <u>Call</u> per month- Overage Time <u>call</u>

Silver PSP
–designed for clients with two or more servers or up to 30 workstations with more advanced levels of complexity.
- ♦ Daily Health Check, 1st Server included
    - ♦ Additional Server $39/mo
- ♦ *netWatch* Daily Monitoring
- ♦ Up to 8 hours IT time per month

Package Price: <u>call</u> per month—Overage Time <u>call</u>

Bronze PSP
–designed for clients with one server, up to 10 workstations and limited complexity
- ♦ Daily Health Check –1 Server included
- ♦ *netWatch* Daily Monitoring
- ♦ Up to 4 hours IT time per month

Package Price: <u>call</u> per month—Overage Time <u>call</u>

Time Blocks
(Project related—e.g. Installations, New Servers)

Gold (50 Hours) <u>call</u> • Silver (25 Hours) <u>call</u> • Bronze (15 Hours) <u>call</u>

Emergency Response Plan—Time and Materials Response
- ♦ Pay as you go without a contract
- ♦ Daily Health Check—$39/mo
- ♦ *netWatch*—$99/mo

Hourly Time: <u>Call</u> per hour

Spend your support dollars wisely with PSP!

Key Components of PSP Support

For PSP programs to provide the reliability and peace of mind that clients desire we incorporate a number of specialized tools which permit faster response and potential cost savings when problems do occur.

Daily Health Check

Every PSP package includes the use of our special **Daily Health Check** tool which monitors server performance and key activities such as virus updates, backup and disc operation. Each day the package reports to you and our technical team the parameters of server operation...thus permitting early intervention in the event something does not look right.

***netWatch* Daily Health Check Monitoring**

Every PSP package includes the *netWatch* monitoring service where Leppert Technical Team members monitor your Daily Health Check Report and respond to any issues which it highlights based upon the terms of your PSP package. At minimum they will report to you what they have seen and take direction to correct the issue. On comprehensive packages they will take the steps needed to respond to the issue and report the resolution to you...all without you having had to take any action.

Onsite and remote time included

Each PSP package includes a selected group of support hours designed to match the size, complexity and needs of your network. Additional time is available by contract at reduced hourly rates based upon the project rate applicable to that PSP package.

Special Software for Server Recovery

We encourage *(almost insist)* that clients utilize a special software package which permits a daily digital snapshot of server setup and data to be taken and stored. In the event of hardware failure it is possible to recover this snapshot to a replacement or repaired unit in very short time...reducing downtime and also saving the costs associated with a server rebuild. The insurance value of this software makes its acquisition a bargain. Price of this package is determined by the server operating system.

Temporary Loaner Server

Should you experience a hardware failure while being covered by the PSP program, we will provide a loaner hardware unit to bridge you over until your server can be repaired or replaced. This service requires the use of the server snap shot software referenced above as an insurance against costly and extensive server rebuilds.

5 keys giving you a good night's sleep!

- Daily Health Check and notification—*Early warning of server issues!*
- Weekly Summary of Network alerts and Health Checks—*Ongoing peace of mind!*
- Monthly Report on Server Network—*Insurance that long term issues are not building!*
- *netWatch* Daily Health Report monitoring by LBS—*Professional, daily comfort!*
- Free loaner of replacement Server in case of need for emergency recovery using server snapshot software—*Fast recovery in the event of problems, reduced impact!*
- Plan determined reduced hourly rate for support and project time.

Fast, effective and caring response by the Leppert Technical Team!

And the peace of mind that comes with a well managed network.