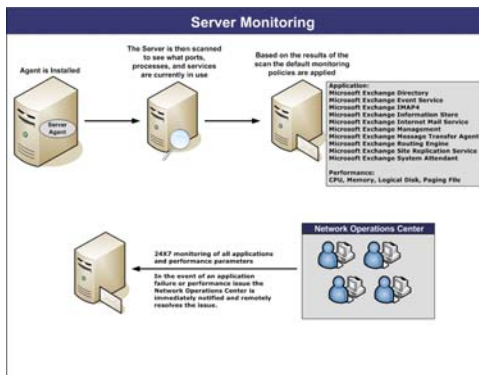


## Complete Care Program

At TCB Inc, we have been working hard to enhance your IT experience by introducing proactive services to our support offering.

*"Technology is the #1 budget item after HR, yet it is the least understood. Allow us to use our expertise to help you reduce your maintenance costs and increase the service quality and reliability of your IT infrastructure."*

One of the hardest things in maintaining a computer network is predicting what may fail and when. Managing a network by only reacting to issues can lead to lost time. Determining there is a problem, requesting help, waiting for technicians to be dispatched, waiting for diagnosis, and then more waiting for the problem to be resolved – All of this is lost time and productivity to your organization. At TCB, we have a better way to serve you.



### Why Choose TCB Inc as your Technology Support Partner?

We can help keep your key business tools like email and internet up and running by working to reduce the amount of issues that you experience. With our **Complete Care Program** we'll have technicians looking after your network to deal with issues **BEFORE** they affect your productivity.

*"The best part of working with TCB is if you have a problem, however difficult, they will stay until it is fixed, no matter what."*

**- Jon Roberts**  
**The Marbury Law Group**

### Our Complete Care Program can address your critical business needs by:

- **Giving you peace of mind:** Let us be your network watchdog, enabling you to focus on your core business activities instead of putting out fires when network disruptions occur
- **Enabling continuing business productivity by proactively** detecting and resolving issues BEFORE they happen through scheduled preventative maintenance activities that are designed to keep your network operating as efficiently as possible
- **Safeguarding the integrity of your network** by providing regular checkups to ensure that operating system patches, antivirus updates and other important elements of your network are being proactively guarded. We reduce the likelihood that your network will be compromised by a virus, worm, hacker or other malicious attack
- **Stabilizing and rationalizing your IT spending:** Through our proactive approach, we will remove 'emergency service call' from your vocabulary and help to create more predictable IT spending patterns
- **Access to a wealth of IT expertise, tools and experience:** Our staff has over 20 years of combined experience. We use industry-leading management tools to provide you with the highest level of service possible

Category	Complete Care
<b>Server &amp; Network Monitoring</b>	<b>Availability, Performance &amp; Predictive Failure Monitoring</b>
CPU, Disk, Memory	✓
Event Logs	✓
Services (Processes)	✓
Verification of Backup & Periodic Tape Drive Cleaning	✓
Anti-virus Activity & Definition File Updates	✓
Firewall Availability Monitoring	✓
Patch Level Management	✓
Anti-virus management	✓
Email Performance Monitoring	✓
Microsoft Windows Event Log Monitoring	✓
Windows Server Monitoring: Exchange, SQL, ISA, Terminal Services, IIS	✓
<b>Network Support</b>	
Proactive Remote Maintenance	✓
Proactive On-site Maintenance	✓
On-site Reactive Support	Discounted Hourly Rate
<b>Additional Services</b>	
Network Health Assessment	✓
Virtual CIO Consulting	Semi-annually (optional)
Reporting	Monthly
Remote response	2 hour response Time
Onsite response	4 hour response Time
Emergency Hours	24 / 7 / 365

### Services Provided

- **Availability, Performance and Predictive failure monitoring** to ensure your key business resources such as servers, applications, and many other devices and services are functioning optimally and efficiently
- **Backup System Monitoring** to ensure that your system backups occur as scheduled and that your important business data is backed up properly
- **Virus Protection Monitoring and Maintenance** to ensure that your antivirus programs are functioning properly and updates to your system are being received and installed
- **Patch Level Management** to ensure that the Windows servers in your network are always updated with the latest security patches
- **Email Performance Monitoring** to monitor all the essential elements of your MS exchange server to ensure the highest level of reliability and optimization
- **Scheduled onsite technician time** for proactive and preventative server maintenance
- **Proactive remote maintenance and support** to avoid interfering with the productivity of your business
- **Network Health Assessment** to determine the overall stability of your network
- **IT Consulting Services** to help you rationalize your IT spending, enabling you to make more informed business decisions – it's the CIO expertise without the CIO price tag!
- **Comprehensive reporting** to continually inform you about the current health of your network and to outline the work performed
- **Priority Response** when unforeseen emergency issues do arise you move to the front of the service queue

*Ask us for a customized quote*

## Additional Services:

In addition to services provided for under our Complete Care Program, we can augment your solution with any or all of the following additional service modules:

- **Security Services**

- ✓ Regularly scheduled vulnerability assessment scans to uncover security weaknesses within your network. If any are found, a comprehensive plan will be put in place to remedy these vulnerabilities
- ✓ Antivirus monitoring & management
- ✓ Anti-spam email filtering
- ✓ Anti-spyware services
- ✓ Patch level monitoring for operating systems and key applications
- ✓ Firewall monitoring & management
- ✓ Network infrastructure management
- ✓ Asset Management and License Compliance
- ✓ Periodic Security Reviews

- **Disaster Recovery Plan**

- ✓ Let us do an analysis of your ability to recover should a disaster hit. If you lost your network today could you be back in business in less than a week?

- **Virtual CIO Assistance to Help with your IT Infrastructure Planning Needs**

With this service, we assist you with:

- ✓ Policy development
- ✓ Budget planning assistance to determine future IT expenditures
- ✓ Strategic technology planning and ongoing input on business impact of IT

- **Desktop Monitoring and Maintenance Services**

Want to bring the benefits of the **Complete Care Program** down to the desktop level? You can with the addition of the **Desktop Monitoring and Maintenance!**

With this we can:

- ✓ Monitor for hard drive capacity, performance and CPU workload
- ✓ Ensure your antivirus program is functioning properly and updates are being applied to each desktop
- ✓ Ensure each desktop is always being updated with the latest security patches
- ✓ Spam and virus filtering of your corporate email to reduce the litany of junk email and potentially harmful viruses or trojans that can destroy your network
- ✓ Assist in designing and enforcing policies around application compliance to ensure that only approved software is running on your workstations
- ✓ Assist with end-user questions and requests during our monthly on-site visit
- ✓ Assist with small projects like moving, adding, or changing desktops or users

- **Storage Solutions**

- ✓ Protect your vital organizational data from corruption or theft, and ensure it can survive through disasters or other threats to its integrity

- **Application Sourcing, Deployment and Licensing Renewal Services**

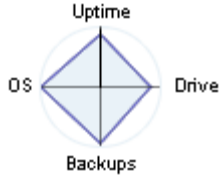
- ✓ With this service, we can take the hassle out of the sourcing and renewal of key applications like antivirus to make it one less thing to worry about at year end – we take care of it all so you don't have to!

## Management Summary

Prepared for: Sample Customer Business  
 Created on: 7/23/2009  
 Period: 6/23/2009 - 7/23/2009

### Network Health:

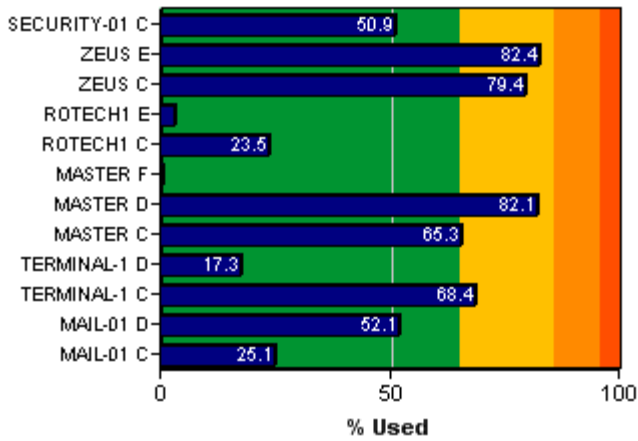
91%



### Company Details:

Contact:	XXXXXXXXXX
Account Manager:	
Total Windows Servers:	7
Total Windows Workstations:	25
Total Servers:	7
Total Workstations:	25
Total Managed Machines:	31
Total SNMP Machines:	3

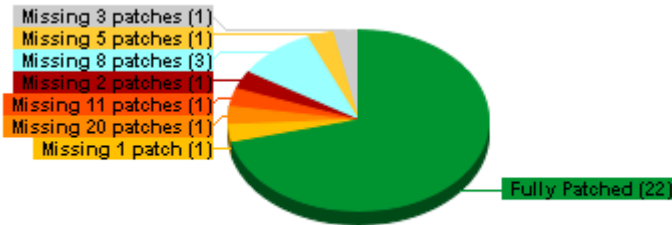
### Server Disk Space:



### Service Request Statistics:

Escalated Items:	
Server Offline Alerts	15
Server Disk Space Low	0
Failed Backup Jobs	17
Total Closed Helpdesk Tickets	56
Non-Escalated Items:	
Total Notifications	84
Successful Backup Jobs	267

### Computer Security Patches:



### Business Continuity Indicators:

Network Uptime:	
Server Availability	88%
Threats Removed:	
Spyware Items Removed	3,865
Windows Patches Installed	12
Automated Systems Run:	
Disk Cleanups	200
Disk Space Cleared Up	8,131 MB

### Computer OS Graph:

