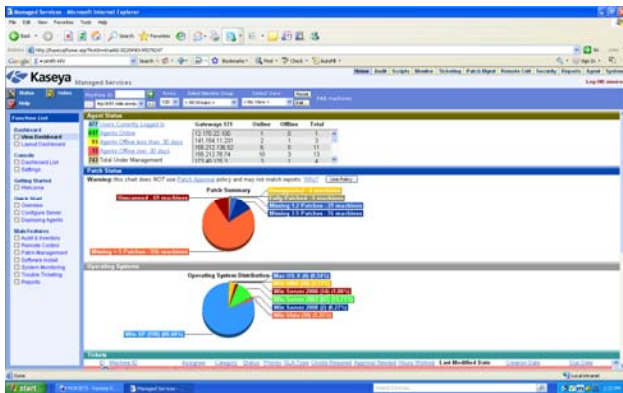


“Five Nines” Plan

At **Morse Technologies**, we are continuously striving to enhance our IT Support offering for our customers. Why? ...so we continue to maintain the high level of technical expertise and responsiveness to our customers. Our signature “Five Nines” plan is our highest level “best practices” support plan modeled conceptually after the industry known metric for 99.999% “guaranteed” up time. It is our most widely implemented support plan and enables us to proactively support, maintain and consult with our customers, resulting in a well defined, streamlined proactive support approach to each and every one of our clients.

“Technology is the #1 budget item after HR. It needs to be leveraged properly to help drive revenue. Utilize our expertise to help you increase revenue, decrease costs and mitigate risk”

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 Morse Technologies, we have a better way to serve you.



Why Choose Morse Technologies 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 **Five Nines Plan** we'll have technicians looking after your network to deal with issues BEFORE they impact your productivity. In addition, you'll have regularly scheduled onsite Senior Level Engineer consult visits to provide IT Support, Strategic Planning, Vision and most importantly, engage you the customer and the employees to become a true IT Partner for you and your business.

“Morse Technologies staff provides our firm with a high level of technical expertise and the appropriate tools to keep our data protected. Their network monitoring and management tools combined with quick response time essentially eliminates down time and allows us to focus on our business. Service is responsive and first rate.”

- Boston Based Law Firm

Our “Five Nines” Plan 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 onsite visits as well as remote checkups to ensure that operating system patches, antivirus updates and other important elements of your network are being proactively guarded.
- **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
- **Leverage our Senior Level Engineers:** Our staff has over **25** years of experience combined experience and is accredited by Cisco, Microsoft, Citrix, VMware, Kaseya, Novell, HP, Dell, IBM and others. We use industry-leading management tools to provide you with the highest level of service possible.

“Five Nines” Plan : Summary

Service	Cost and Detail
Server Management	Starting at \$49/svr/mo
All Desktop Management Services Plus...	✓
Critical Service Monitoring	✓
Event Logs	✓
Backup Success Verification	✓
Email Performance Monitoring	✓
CPU, Disk, Swap Threshold Monitoring	✓
Weekly Remote Health Checks	✓
Monthly Executive Summary of network health	✓
Critical Device Monitoring	Starting at \$99/mo for 5 devices
Connectivity Monitoring	✓
SNMP Monitoring	✓
Monthly Log Reviews	✓
Firmware updates included	✓
Desktop Management	Starting at \$10/pc/mo
Weekly Disk Cleanup off hours	✓
Monthly Defrag off hours	✓
Anti-virus and Mal-ware management and routine scans	✓
Full Machine Remote Control	✓
Microsoft Windows Event Log Monitoring	✓
Complete Patch Management with controlled deployment	✓
Help Desk Ticketing Program	✓
Real Time Inventory with monthly report	✓
Consulting Services	Billed Hourly
Proactive Remote Maintenance	weekly
Proactive On-site Maintenance	Weekly, bi-monthly, monthly
Reactive Support	as needed via Help Desk
Network Health Assessment	recommended
Virtual CIO Consulting	continuous
Strategic IT Planning	continuous
Complete Documentation	continuous
Reporting	Monthly
Remote response	1 hour response
Onsite response	4 hour response

Consulting 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 engineer 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

1. Managed Services: Desktop management and automation, Server management and automation, critical device monitoring, backup and disaster recovery, VoIP, Spam and Virus
2. Consulting: onsite visits customized for your business weekly, bi-monthly or monthly
3. Pricing: Five Nines plan including 10 desktops, 2 servers, backup and DR, spam and virus, monthly visit: Starting at \$599/mo

Comprehensive Service Summary

Technology Expertise and additional Managed Service bundles:

To elaborate on our service offerings provided under our **Five Nines Plan**, we will augment your existing IT service solution with any or all of the following 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
- ✓ Spam, Virus and Malware filtering at the gateway, server and desktop level
- ✓ Firewall monitoring & management
- ✓ Network infrastructure management
- ✓ Asset Management and License Compliance
- ✓ Periodic Security Reviews
- ✓ Written Information Security Policy to ensure compliance with Data Breach Laws
- ✓ Encryption services to ensure compliance at email level, wireless, external storage devices and local disks

- **Areas of Technology Expertise**

- ✓ Server Virtualization and Consolidation via VMware and Microsoft Hyper-V
- ✓ Microsoft Windows Server
- ✓ Microsoft Exchange Server
- ✓ Citrix
- ✓ Security: Firewall, Router
- ✓ Microsoft Sharepoint Services
- ✓ SQL Server DB management
- ✓ Complete Backup and Disaster Recovery planning and bundled services
- ✓ Linux and Unix
- ✓ Macintosh

- **CIO Level Engineers to Help with your IT Infrastructure Planning Needs**

With this service, we assist you with:

- ✓ Policy development: WISP
- ✓ Budget planning assistance to determine future IT expenditures
- ✓ Strategic technology planning and ongoing input on business impact of IT
- ✓ Understand YOUR business. Understand growth plans, budget, employees needs. This helps us develop and grow a network infrastructure that is customized for you

- **Backup and Disaster Recovery: Maintain Business Continuity**

- ✓ Protect your vital organizational data from corruption or theft, and ensure it can survive through disasters or other threats to its integrity
- ✓ Bundled BUDR services include local bare metal recovery and online vaulting starting at \$199/mo for 500gb local storage and 50gb online vaulting

- **Spam and Virus Prevention**

- ✓ Gateway level filtering of all emails for virus, spam and trojans
- ✓ Server and Desktop level filtering and prevention of Spam, Virus and Malware
- ✓ Bundled pricing starting at \$4 per machine per month

- **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