

Managed Services Fee Schedule (Servers)

Server Watch	<ul style="list-style-type: none"> Analysis and escalation for monitoring policies²: o 24x7 NOC Monitoring Team³ o SAAZ Technology Platform¹ o Alert Analysis, Filtering & Notification⁴ o Security Patch Management o Two forms of Remote Control (RDP, LogMeIn) o SNMP & POSIX Monitoring ⁵ o Advanced Scripting Engine for automating Windows tasks 	\$65/month
Proactive Server Care	<ul style="list-style-type: none"> Analysis and remediation for monitoring policies²: o 24x7 NOC Remote Support Team⁶ o 24x7 NOC Monitoring Team³ o SAAZ Technology Platform¹ o Critical Issue Alert, Escalate and Fix ⁴ o Security Patch Management o Two forms of remote control (RDP, LogMeIn) o SNMP & POSIX Monitoring⁵ o Advanced Scripting Engine for automating Windows tasks 	\$95.00/month
Remote Server Care	<ul style="list-style-type: none"> Remote Service Request Support. Analysis and remediation for monitoring policies². o 24x7 NOC Service Request Team⁷ o 24x7 NOC Remote Support Team⁶ o 24x7 NOC Monitoring Team³ o SAAZ Technology Platform¹ o Critical Alert Notification⁴ o Security Patch Management o Two forms of remote control (RDP, LogMeIn) o SNMP & POSIX Monitoring⁵ o Advanced Scripting Engine for automating Windows tasks 	\$115.00/month
Vulnerability Assessment	<ul style="list-style-type: none"> Scans for system vulnerabilities and produces an overview report 	\$30.00 per IP Address

Managed Services Fee Schedule (Desktops)

Total Desktop Care (TDC)	<ul style="list-style-type: none"> o SAAZ Technology Platform¹ o 24x7 NOC Preventative Maintenance Team² o Anti-Spyware protection o Two forms of remote control (RDP, LogMeIn) o Security Patch Management o Advanced Scripting Engine for automating Windows tasks 	<p>Overall Total Number of Workstations:</p> <p>1-500 workstations \$5/workstation per month</p>
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1 SAAZ Technology Platform: This is an agent based system managed from ITSupport Portal. The agents run routine monitoring checks and scheduled jobs to maintain client systems. 2 Monitoring policies: We have compiled an internal list of "Best Practices" for supporting server systems. These monitoring policies are automatically applied to servers after a system analysis. 3 24x7 NOC Monitoring Team: This team monitors incoming server alerts and event logs, which are analyzed and cross referenced against our internal database. Steps to resolution are escalated to DPDCC for remediation. This team does not have access to remote control server machines. 4 Critical Alert Notification: NOC Teams notify DPDCC via an escalation matrix for issues directly affecting end users. (E.g. Server or network device down, Exchange failure, Active Directory failures, etc...) Escalation points are contacted via phone and email. 5 SNMP & POSIX Monitoring: The SAAZ server agent is able to remotely monitor and report SNMP information to the ITSupport Portal. (E.g. Device status, interface monitoring, % of errors, % of discards, port utilization. CPU utilization and Free MB of memory for supported devices.) POSIX provides performance monitoring for Linux Red Hat. 6 24x7 NOC Remote Support Team: This team remediates server alerts and event log issues raised by the 24x7 NOC Monitoring Team. Issues may be escalated back to DPDCC. This team has access to remote control server machines. 7 24x7 NOC Service Request Team: This team handles inbound services requests from DPDCC. (E.g. Exchange DB defrag, SQL maintenance, moving log files, server drive defrags, perform check disk, review Event Log for issues). This team has access to remote control server machines.