



## Managed Services Program

### Proactive, Flexible, Affordable, & Managed

Dynamic Network Solutions understands this. We also know that businesses are constantly challenged by the task of managing the demands of growing their business while coping with continuous technology challenges.



Our focus is to keep your systems operational and available so that you can focus your efforts on the demands of growing your business, managing costs and increasing revenues. We want to help you realize the productivity gains and ROI you have been expecting from your computer systems.

Managed Services from Dynamic Network Solutions consists of various service level offerings that provide affordable proactive IT management and support to growing businesses. Utilizing our unique framework for providing managed IT services, Dynamic Network Solutions provides a range of proactive services to keep your computer systems up and running and your people and business productive.

It's not just about monitoring, that just lets you know something is wrong.

It's not just about remote access to your systems to troubleshoot issues.

A study by the Gartner Group has revealed the following:

- **Cost of an Unmanaged XP machine over 3 years = \$5309**
- **Cost of a Managed machine over 3 years = \$3335**
- **\$1974 - Cost Savings of a Managed Machine**

If you have 20 computers running Windows XP in your business, that is a **cost savings of nearly \$40,000 in a 3 year time period.**

\*as reported in Network Computing magazine Page 34, 9/2/2004 issue

### It's About a Proactive Preventative Approach to Keeping Your Systems Up, Running & Available.

By utilizing technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently without fail.

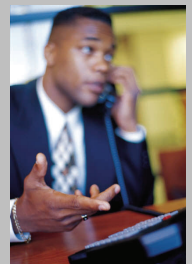
As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any impact on the business.

Proactive managed services eliminate the scenario of calling and waiting for the "computer guy". Potential issues and problems are prevented. Systems and people remain productive and working. In the case where problems do occur, response times can often be within minutes.

Consistency is the cornerstone of Managed Services

Consistency creates reliability and renders no surprise expenditures or billings. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs.





## Desktop\Laptop Management

Dynamic Network Solutions provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. . You can choose from a variety of service plans that range from routine system maintenance and management to complete IT support. Dynamic Network Solutions will help you turn your data networks into an effective, efficient component of your growing business.

### Desktop\Laptop Management

Prices monthly per computer

#### Bronze Plan Intended For:

- Offices that have in-house IT support
- Mature company with stable IT infrastructure

#### Silver Plan Intended For:

- Offices that have limited or no in-house IT support
- An expanding company possibly with multiple offices

#### Gold Plan Intended For:

- Offices that have limited or no in-house IT support
- An expanding company with growing IT needs

	Bronze	Silver	Gold
<b>Technical Support</b>			
Unlimited Phone Support		✓	✓
Unlimited Remote Support		✓	✓
Unlimited Onsite Support			✓
Scheduled After Hours Support (6:00PM - 1:00am M- F, Sat & Sun)			✓
<b>Maintenance</b>			
Patch Management	✓	✓	✓
Computer Cleanup/Optimization	✓	✓	✓
Asset Reports	✓	✓	✓
Customer Login to Helpdesk System	✓	✓	✓
Kaseya Remote Control Application	✓	✓	✓
24 x 7 Monitoring	✓	✓	✓
System Status Report	✓	✓	✓
1 Year Antivirus/Antispyware		✓	✓
Virus Definitions Updates		✓	✓
One email address license Spam filter			✓
Loaner PC Program			✓

Prices Reflect Office Sizes of 3 - 50 Computers, Larger Environments Please Call For Pricing



## Server Management

### Server Management

Prices monthly per server

#### Bronze Plan Intended For:

- Offices that have in-house IT support
- Mature company with a stable IT infrastructure

#### Silver Plan Intended For:

- Offices that have limited or no in-house IT support
- An expanding company possible with multiple offices

#### Gold Plan Intended For:

- Offices that have limited or no in-house IT support
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	Bronze	Silver	Gold
<b>Technical Support</b>			
Unlimited Phone Support		✓	✓
Unlimited Remote Support		✓	✓
Unlimited Onsite Support			✓
Scheduled After Hours Support (6:00PM - 1:00am M- F, Sat & Sun)			✓
<b>Maintenance</b>			
Patch Management	✓	✓	✓
Event Log Monitoring	✓	✓	✓
Server Cleanup/Optimization	✓	✓	✓
24 x 7 Monitoring	✓	✓	✓
Drive Space Monitoring	✓	✓	✓
Backup Monitoring	✓	✓	✓
Database Monitoring	✓	✓	✓
Exchange Monitoring	✓	✓	✓
Quarterly IT Meetings	✓	✓	✓
10GB of Remote Secondary Backup		✓	✓
Mission Critical Application Updates		✓	✓
Website/Domain Hosting		✓	✓
Exchange Email Antivirus		✓	✓
Exchange Email Antivirus		✓	✓
Loaner Server Program			✓