



PRACTICAL NETWORKS

Managed IT Services for Your Business

Hosted Services

System availability and performance monitoring

- ▶ Automatic event notifications and escalations
- ▶ Online graphical monitoring dashboard
- ▶ Track and report service status 24/7

Client Access website

- ▶ Submit and review service requests
- ▶ View invoice and ticket history
- ▶ Central access to service dashboards and reports

Spam blocking and email protection

- ▶ Industry-leading solution
- ▶ Corporate and user spam and content filter settings
- ▶ Virus scanning
- ▶ Email spoofing

Continuous Data Protection

- ▶ Tape-free backup
- ▶ Backs up files as soon as they are changed, not nightly
- ▶ Replication to secure offsite data center

Microsoft Exchange

- ▶ Hosted in a tier-1 data center
- ▶ Includes Outlook 2003 client and license
- ▶ Access securely via Outlook client, browser

Windows Desktop and Office 2007

- ▶ Hosted in a tier-1 data center
- ▶ Access from browser anywhere
- ▶ True virtual office solution for single or multiple users
- ▶ Protected file storage with managed backups
- ▶ Access to the latest popular business applications

Engineer Services

Scheduled remote and onsite maintenance and support

- ▶ Monthly preventative maintenance checklist
- ▶ Install server patches and updates
- ▶ Audit event logs
- ▶ User support, moves/adds/changes

On-demand remote and onsite support

- ▶ Service Desk with 24/7 coverage
- ▶ Request support via phone, email or Client Access website
- ▶ Extensive technical resources at the ready

Project design and implementation

- ▶ IT consulting based on in-depth knowledge of systems
- ▶ Fixed-fee project billing
- ▶ Tested solution templates
- ▶ Solutions deployed by certified and experienced engineers

SERVICE OPTIONS	SERVICE PLANS			
	BRONZE	SILVER	SILVER+	GOLD
Microsoft Windows Desktop and Office			◆	◆
Microsoft Exchange Corporate Email			◆	◆
Microsoft SharePoint Online Collaboration		◆	◆	◆
Spam Blocking and Email Protection	◆	◆	◆	◆
Continuous Data Protection			◆	◆
Performance and Availability Monitoring	◆	◆	◆	◆
Client Access Website	◆	◆	◆	◆
Server Maintenance and Support			◆	◆
Unlimited Remote Support			◆	◆
Unlimited Onsite Support				◆
On-Demand Remote and Onsite Support	◆	◆	◆	◆
Fixed Fee Projects			◆	◆



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Services




We've assembled a world-class team of IT professionals and hosted services capable of meeting the needs of today's global enterprises, and made those services available and affordable to businesses of all sizes. Our Performance and Availability monitoring system tracks the status and health of your systems 24 x 7. Our engineers are notified immediately if an issue occurs, and our secure remote access tools allow us to fix over 80% of issues remotely. Our hosted services provide a level of security and flexibility that were previously cost-prohibitive for smaller companies.

Service Level Agreements

It's critical that the services we provide support your business and technical needs. A Service Level Agreement (SLA) outlines the commitment Practical Networks makes to your business. The SLA clearly defines the services to be delivered and guarantees response times. This commitment to specific service levels is one of the things that distinguishes us from traditional hourly or block-time providers, and promotes the development of a true business partnership.

Pricing

The goal of a Managed Service Provider (MSP) is to arrive at a fixed monthly fee that covers all of the IT services required to keep your business moving. This allows you to create a realistic IT budget and avoid unexpected expenses when issues arise. We realize that all companies are not the same, that they have different resources and priorities, and that while their IT needs are similar they are not identical. To accommodate these different needs, we offer three plans with increasing levels of service and support options.

 BRONZE PLAN	 SILVER PLAN	 GOLD PLAN
<p>This is our entry-level plan, and is usually best suited for companies with an existing IT department or minimal IT needs. The service options available are:</p> <ul style="list-style-type: none">▶ online dashboard detailing the status of your key devices and services 24 x 7▶ automatic notifications and escalations of system events▶ spam blocking and virus scanning with corporate and user settings▶ email spooling in case your server is unavailable▶ discounted rates for remote and onsite support	<p>Our Silver plan meets the needs of most companies with 10 to 100 employees, and it offers a wide range of services and options. Some of the highlights of this plan are:</p> <ul style="list-style-type: none">▶ scheduled server maintenance and updates▶ unlimited remote support during business hours▶ enterprise-class tools and support▶ hosted desktop and business continuity options	<p>This is our premier service plan, and provides for all of your company's IT needs for a fixed monthly fee. This is the best plan when system downtime is not an option for your company. We establish a Service Level Agreement that clearly explains our commitment to your company and defines services and guaranteed response times. This plan truly brings enterprise-class IT support and services to companies of any size. Some of the Gold plan benefits are:</p> <ul style="list-style-type: none">▶ unlimited remote and onsite support▶ access to the full range of our services▶ priority service desk assignment

