

Packages include:

- ✓ Fault management
- ✓ Troubleshooting & escalation
- ✓ Proactive monitoring
- ✓ WAN status
- ✓ 800#
- ✓ Incident & inventory management
- ✓ Quarterly reviews
- ✓ Managed device database
- ✓ Online dashboard
- ✓ Live events screens
- ✓ Service call review

Standard offering (8x5)

- 100 elements \$1,500/mo *
- 1000 elements \$14,000/mo *

Enhanced offering (24x7)

- 100 elements \$2,100/mo *
- 1000 elements \$20,000/mo *

** setup fee may apply*

Monitoring, Managing, Remediating

ProSys leverages our core strengths — engineering, unified communications, routing, switching, and security solutions — in our managed services offering. ProSys maintains a strong contact center practice and Level 1 help desk capabilities. Our help desk uses Footprint Ticketing System and SevOne as a performance management database (PMDB) to address your end-to-end performance management requirements.

Customer benefits include:

- Reduces the difficulties of maintaining cost-effective network management
- Simplifies management of transport providers
- Maintains continuous network availability
- Avoids rising costs of network management tools and IT professionals' salaries
- Provides around-the-clock management and remote supplemental staff
- Custom solutions available

With an established reputation across all verticals, ProSys managed services allow our customers to enjoy the ease of doing business.

HELP DESK

- Access to our 24-hour support staff
- Support for desktops and laptops
- Remote Active Directory administration support
- Dispatch for on-site services along with notification
- Equipment Manufacturer Ticket portal

HELP DESK SERVICE PRICING SUMMARY

Description	Price
Standard 8x5 (100 incidents)	\$900/mo
Enhanced 24x7x365 (100 incidents)	\$1,100/mo
License system utilization and hours PM time per month	\$675/mo



About ProSys

- › Founded **1997**
- › HQ **Atlanta, Georgia**
- › **\$500M** [2011]
- › **300+** Employees
- › **3-to-1** Engineer-to-Sales Ratio
- › **HQ and Regional Multi-Vendor Solution Labs**
- › **State-of-the-Art** Integration Center
- › **Nationally Certified Woman-Owned** Diversity Business

Who We Serve

Our clients represent a cross-section of commercial and enterprise organizations, including 20 top Fortune 100 companies.

Why managed services?

Experts say that 70 percent of the typical IT budget is spent simply maintaining existing systems and infrastructure. That leaves just 30 percent for innovation. If organizations are going to utilize technology solutions for competitive advantage, they need to change that equation and shift more resources toward the innovation side of the ledger.

Outsourcing elements of IT infrastructure management to ProSys can help organizations refocus time and money on driving the business forward. ProSys offers a comprehensive managed services solution that provides organizations with the technical resources needed for ongoing IT management, freeing up budget dollars to accomplish strategic IT goals. ProSys can also help customers optimize their operations and transition to a utility model that delivers mission-critical IT services without the complexity and overhead associated with the traditional IT environment.

Myriad factors impact network health and performance, and keeping tabs on them all requires a significant investment in network management and monitoring tools. ProSys spreads the cost of building a 24x7 network operations center (NOC) across numerous customers. Each customer can utilize the NOC resources at a very small fraction of the cost of deploying them in-house.

Of course, network management and monitoring software is only part of the investment — skilled personnel are needed to operate these tools. Generally, the salary expense of around-the-clock monitoring is more than most organizations can justify — even though their mission-critical requirements may demand such service levels. The ProSys managed services offering is ideal for these organizations.

Controlling Costs

The benefits of using ProSys managed services are many, but they generally boil down to better allocation of resources. From the major time and expertise outlays required to procure hardware to the constant struggle of hiring and retaining qualified IT personnel, outsourcing at least part of the data center is a smart move.

If not properly managed and maintained, IT systems can actually increase operational costs, sap productivity and negatively impact customer service. By providing monitoring and proactive maintenance of IT systems, ProSys managed services can help prevent downtime and unexpected IT costs.

To fully appreciate the costs of IT maintenance and assess the value of a managed services approach, organizations should ask the following questions:

- **How much does IT downtime cost?** Keep in mind that every hour of downtime is an hour of lost business. In addition to lost revenue and productivity, downtime can impact intangibles such as customer service and goodwill.
- **How much time does IT staff spend fixing problems?** Even organizations that do not have dedicated IT staff have someone who responds to IT issues, and those “shoulder tap” requests for help can really add up.
- **What percentage of the budget is spent simply maintaining IT systems?** Experts say organizations spend two-thirds of their IT budgets simply fixing desktops and servers, performing backups, and handling other maintenance and support tasks. That doesn’t leave much room for innovation.
- **What are the costs of “reactive” IT maintenance?** Computer system problems that crop up unexpectedly can cost thousands of dollars to repair, and the price goes up if the repair is done on an emergency basis. Proactive IT maintenance helps insure the business against those risks.

CompTIA, the nonprofit association for the IT industry, finds that companies using managed services for some or all of their IT needs are seeing significant cost savings. According to a CompTIA study, 50 percent of organizations using managed services have cut their annual IT costs by up to 25 percent, and another 46 percent have cut annual costs by more than 25 percent.

Armed with an understanding of how much reactive IT really costs, owners and managers can make more-informed decisions about ongoing computer system maintenance and management. Organizations can then ascertain whether a managed services solution can help them reduce overhead while improving availability and security.



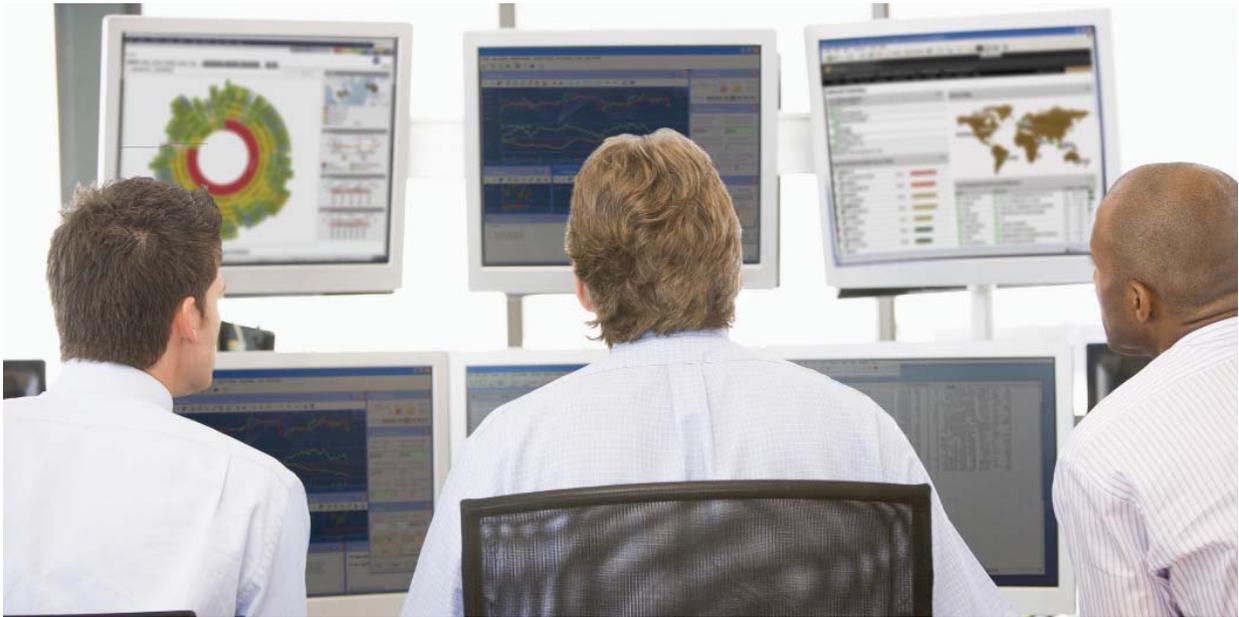
Other Benefits

ProSys managed services deliver a number of other benefits beyond cost savings. Our advanced toolsets enable us to pinpoint and resolve IT problems quickly and efficiently, improving your productivity and reducing risk. We also provide invaluable information about the health, performance and capacity of your systems — data that facilitates the decision-making process. And we bring knowledge of the latest IT tools and techniques that can give your business a competitive advantage.

- **Rapid problem resolution and reduced risk.** Proactive maintenance won't prevent every problem — issues are still going to crop up. ProSys knows your systems and network and is on call to resolve those problems quickly. In many cases, our advanced tools will detect impending problems, allowing technicians to work on a fix before full-blown downtime occurs.
- **Increased productivity.** When we talk about the benefits of managed services, we generally focus on the prevention of major downtime events such as a server crash or network failure. But smaller problems crop up every day that can sap your staff's efficiency. Our toolset can automatically detect end-user problems as well, so that resolution can begin immediately. The productivity gains may well be surprising.
- **Patch and update management.** This is one of the most important but under-appreciated benefits of managed services. We can take responsibility for the painstaking task of ensuring that your operating systems and software are kept current with the latest patches and updates. This not only improves security but helps ensure vendor support and enables smoother upgrades.
- **Reporting and dashboards.** The tools we use to monitor your systems and detect and track problems hold a wealth of historical data. ProSys can provide access to this information through a client portal or dashboards, as well as regular reports on overall system health and issues that need to be addressed. This information is of tremendous value in budgeting and decision-making.
- **Capacity planning.** An offshoot of the reporting function is capacity planning. Our tools are constantly monitoring the capacity and performance of the network, storage, database and other elements of the IT infrastructure. You can tap this information to make more educated decisions about future IT needs.

The following table illustrates the pertinent features and business benefits of ProSys' managed services:

FEATURES	BENEFITS
Advanced deployment process	Determine and highlight any configuration errors during device deployment.
Notification engine	Automatically notify key staff members when an error is detected, when the problem is diagnosed, and when the problem has been rectified and services resume.
Business impact objectives	Set "business impact per object managed" to ensure desired service levels.
Flexible service levels	Set and change desired service levels per managed object with an online request.
Online service requests	Request services online in real time to suit the business. All requests can be tracked online.
Live event views	View listings of current events, the type of events and the level of criticality.
Device information	Access list of devices being managed, including ports used, configuration files, device contacts and events associated with the device.
Online reports	Access daily, weekly and monthly health reports online.
Fault and availability management	Online management of fault and availability settings for managed devices, including major and critical thresholds.
Proactive service	Provide skilled networking resources to investigate events that could cause faults or slow responses.
Change management	Detect unauthorized changes to the network and device configurations, and either restore the original configuration or apply for a change control.
Impact analysis	Apply impact analysis for requested network device configuration changes.



ProSys Managed Services Deployment

The deployment process consists of all the steps required to activate managed devices on the ProSys network management system. The process has been designed to test devices for manageability and will highlight those devices that cannot be managed. The process consists of logical deployment, activation and portal training, but does not include site visits. The ProSys deployment team will work with the customer to compile information from available customer documentation. However, ProSys is not accountable for any delays in activation due to incomplete or unavailable network information.

Logical deployment is achieved by working with the customer to provide all the correct site information and the tasks required to accomplish the following main goals:

- Procedural design
- Network information collection (addresses, contacts, etc.)
- Managed device preparation
- Setup and modeling

Activation of notification/escalation and fault management does not occur until a detailed operations handover is performed. This is to ensure that all required documentation and procedures are in place and that the ProSys managed services are successfully detecting and reporting events.

Portal training is a half-day class covering portal navigation, change management procedures and interpretation of live statistics.



Configuration Management

Configuration management is a complicated, time-consuming task that is often neglected, especially in large enterprise environments. Custom, specialized tools are often required to retrieve configuration information from devices.

ProSys managed services keeps backup copies of all managed device configuration files, wherever possible. This process may be dependent on the equipment and manufacturer specification. Changes to a device's configuration will raise an alert to the online portal, and all changes will be saved and made available through the portal. Changes are checked regularly, and any configuration conflicts will also raise an event.

Enhanced configuration management processes check that all configuration changes have passed through a change control process. This ensures that site summary information and device configuration files are constantly updated.

Change Management

Several processes are built into the service portal to assist customers in maintaining a regular, effective change control process. Steps in the change management stream include:

- Network change management
- Impact Analysis

Strict adherence to these processes helps ensure that we can provide a solid infrastructure and maintain the business-oriented service level agreement (SLA).

Security Management

Each ProSys managed services customer has a secure service portal connecting to the ProSys Operations Center. Effective security management secures:

- The customer from other ProSys Management Services customers
- The customer from the Operations Center
- The Operations Center from outside breaches into the customer's network

Processes included in implementing site security include:

- Secure network connection
- Basic device access control
- Device Security management
- Access audit trails



Performance Management

Selected reports are run at scheduled intervals and are transferred to the customer's service portal. These include live device metrics, graphs and service health reports. Customers can view these reports directly via the service portal, together with all the appropriate help and information screens usually found with an enterprise reporting facility. Reports can also be downloaded.

In addition to these reports, certain live information is made available through the portal. Service health records compare current network performance to the historical performance of the network and evaluate the health of a network based on the utilization and errors detected. The reports provide information about volume, volume trends, health analysis, utilization, availability and exceptions.

The service level report provides monthly summary information about an enterprise, region, department or business process. The following service level reports can be provided:

- Executive report
- IT manager report
- Service customer report

Threshold Management

All threshold events received from the monitored network are posted to the service portal event list for viewing. The various threshold monitoring categories include:

- Threshold event reporting
- Threshold monitoring
- Critical threshold event notification
- Major threshold notification

Proactive Engineering

Proactive services are available with higher levels of service. Such services include:

- Event analysis
- "Situations to watch" analysis

Portal Functionality

The service portal provides information for management and technical staff.

Management information includes:

- Current live events
- Current monthly events
- Service request logging
- Service call reviews
- Online reports
 - ◆ Monthly reports
 - ◆ History of monthly reports
 - ◆ Performance reports
- Asset lists

Technical information includes:

- Live threshold events
- Service request logging
- Service call reviews
- Managed device information
 - ◆ Interface and neighbor information
 - ◆ Hardware information
 - ◆ Software information
 - ◆ Site representative contact information
 - ◆ Configuration file information
- Historical events reporter
- Online reports



Service Delivery Management

Each customer account has a customer-service delivery manager who is responsible for all service-related issues. The service delivery manager measures service delivery to a target to ensure the customer receives the expected service. Some tasks required of the service delivery manager include:

- Scheduling and conducting regular service meetings, and keeping minutes of each meeting
- Following through on actions and issues highlighted from service meetings
- Co-coordinating compilation of ProSys service reports
- Assisting with interpreting ProSys service reports
- Facilitating customer training/familiarization on the service portal
- Coordinating appropriate engineering resources to address technical issues
- Ensuring project/MAC activities are completed on time
- Assisting in resolving customer queries
- Managing client and internal relationships to ensure a high level of customer satisfaction and service delivery
- Ensuring all customer complaints are addressed in a timely and professional manner