

○ ***Network  
Service  
Packages***

*from*



# PREFERRED PARTNER TECHNICAL SERVICE PACKAGE

**DESIGNED FOR SMALL LOCAL AREA NETWORKS** (PPP or Client/Server), this package provides the services of one of our Certified Solutions Engineers on a quarterly preventative maintenance basis. Because a large number of technical problems (hardware/software) that are encountered in daily computer operation are preventable, the goal of preventative maintenance is to minimize the risk of catastrophic failure. By adhering to pre-determined standards, and thorough system maintenance analysis/upgrade/repair as described below, our clients realize lower overall operational costs as it relates to their technical infrastructure.

*Here are the details:*

## **PREFERRED PARTNER FEATURES**

**SCHEDULED MAINTENANCE-** Quarterly for workstations (and server where applicable)

**HARDWARE ANALYSIS-** Optimization of network performance for each network client and server, and inspection & documentation of any potential risks/failures

**SOFTWARE DIAGNOSTICS-** Analysis of software performance and installation of available patches/upgrades limited to non-proprietary (business specific) software

**VIRUS PATTERN UPDATES-** Installation of current virus pattern updates on each network client and server

**DATA ARCHIVES-** Verification of tape back-up media and process to data

## **PREFERRED PARTNER BENEFITS**

**CERTIFIED STAFF-** All of our solutions engineers maintain professional certification for the products germane to their area(s) of specialty

**RAPID DISPATCH-** When a need arises, we rise to the occasion!

**THOROUGH DOCUMENTATION-** We maintain critical documentation of network configurations for our partners

**MINIMIZED RISKS-** When scheduled maintenance is performed, the instance of catastrophic failure is drastically reduced

**NON-SCHEDULED SERVICE-** When necessary, mission critical service requests receive priority status with solutions engineers dispatched within **5 hours** of notification. Additionally, non-mission critical service requests are addressed within 24 hours of notification. For both types of service, our Preferred Partners receive a preferred discount on hourly billing rates.

**MINIMAL CASH FLOW REQUIREMENTS-** Service is quarterly, billing is monthly. Additionally, when hardware and software needs arise, preferred discount pricing is extended to our partners.

**COMPLIMENTARY SERVICES-** During the annual term of the agreement, client receives Qty. [1/year] – Mission Critical service call at no charge (up to 4 hours/incident of on-site service/year – a \$600.00 value)

# PREMIER PARTNER TECHNICAL SERVICE PACKAGE

AS THE SECOND LEVEL OF TECHNICAL SERVICE PACKAGES that we offer, our Premier Partners receive all of the services that our basic package offers along with several additional elements that further increase the value of regularly scheduled preventative maintenance. This level of service is targeted at small-to-mid-sized Local Area Networks where the system is designed for more advanced functionality. With such systems comes a higher level of expectation as it pertains to performance and system integrity. Premier Partners experience that level of confidence and realize the benefit of having a Certified Solutions Engineer to resolve technical maladies, both on a preventative and emergency basis.

*The details are as follows:*

## PREMIER PARTNER FEATURES

**SCHEDULED MAINTENANCE-** Monthly for all network hardware devices

**HARDWARE ANALYSIS-** Optimization of network performance for each network client and server, inspection & documentation of any potential risks/failures, installation of any required network devices (hardware costs not included)

**SOFTWARE DIAGNOSTICS-** Analysis of software performance and installation of available patches/upgrades as necessary, installation of any new software (software costs not included) – limited to non-proprietary (business specific) software

**VIRUS PATTERN UPDATES-** Installation of current virus pattern updates on each network client, installation of virus protection software upgrades

**DATA ARCHIVES-** Verification of tape back-up media and process to data

**DATA ORGANIZATION-** Design & organization of directory/file structure for clients and server, and migration of critical data files to server

## PREMIER PARTNER BENEFITS

**CERTIFIED STAFF-** All of our solutions engineers maintain professional certification for the products germane to their area(s) of specialty

**RAPID DISPATCH-** When a need arises, we rise to the occasion!

**THOROUGH DOCUMENTATION-** For all of our partners, we maintain critical documentation for their network

**MINIMIZED RISKS-** When scheduled maintenance is performed, the instance of catastrophic failure is drastically reduced

**NON-SCHEDULED SERVICE-** When necessary, Mission Critical service requests receive priority status with solutions engineers dispatched within **4 hours** of notification. Additionally, Non-Mission Critical service requests are addressed within 24 hours of notification. For both types of service, our premier partners receive our lowest hourly billing rate.

**MINIMAL CASH FLOW REQUIREMENTS-** Monthly billing for all services. Additionally, when hardware and software needs arise, Premier discount pricing is extended to our partners.

**COMPLIMENTARY SERVICES-** During the annual term of the agreement, client receives Qty. [1/quarter] – Mission Critical service call at no charge (up to 4 hours/incident of on-site service/quarter, 4 incidents/year – valued at over \$2000.00)

# PLATINUM PARTNER TECHNICAL SERVICE PACKAGE

**THE ULTIMATE TECHNICAL SERVICE PACKAGE** has several essential characteristics. Perhaps the most important of these is peace of mind. Our Platinum Partners not only have peace of mind, they have complete assurance that their business is our number one priority when it comes to their IT system. With total cost control, total service, and total commitment to insuring that their Local Area Network is up and running when it matters most, Platinum Partners realize numerous benefits. For mid-to-large-sized Local Area Networks that are completely integrated for maximum productivity, this package delivers what many of our clients believe is truly critical for their technology infrastructure - a fixed annual cost for on-site technical service with unrivaled attention to detail. When coupled with a 2 hour maximum response time to service requests, this level of service is by far the greatest value and most effective solution for technical service outsourcing.

*The following features and benefits are realized with our highest level of service:*

## **PLATINUM PARTNER FEATURES**

**SCHEDULED MAINTENANCE-** Monthly for all network hardware devices

**HARDWARE ANALYSIS-** Optimization of network performance for each network client and server, and inspection & documentation of any potential risks/failures, installation of any required network devices (hardware costs not included)

**SOFTWARE DIAGNOSTICS-** Analysis of software performance and installation of available patches/upgrades as necessary, installation of any new software (software costs not included) – limited to non-proprietary (business specific) software

**VIRUS PATTERN UPDATES-** Installation of current virus pattern updates on each network client, installation of virus protection software upgrades

**DATA ARCHIVES-** Verification of tape back-up media and process to data

**DATA ORGANIZATION-** Design & organization of directory/file structure for clients and server, and migration of critical data files to server

**ON CALL SERVICE-** When you need service, we respond – always within **2 hours!**

**TECHNICAL CONSULTATION-** As required, we assist you in planning for the future and work closely with other IT professionals to address your IT system

## **PLATINUM PARTNER BENEFITS**

**CERTIFIED STAFF-** All of our solutions engineers maintain professional certification for the products germane to their area(s) of specialty and Platinum Partners have dedicated team for network management

**THOROUGH DOCUMENTATION-** We maintain all critical documentation for the network

**VIRTUALLY NO RISK-** The only costs you ever pay are hardware & software related: there is never a charge for labor!

**MINIMAL CASH FLOW REQUIREMENTS-** Monthly billing, net 30 for all services. additionally, when hardware and software needs arise, special wholesale pricing is extended to Platinum Partners only!

**BEST LONG TERM SOLUTION-** Our Platinum Partners generally save 50% or more when choosing this plan over an inter-company staffed position. Because we become your total IT staff, this cost effective and service oriented package truly delivers.

## **PREREQUISITES FOR NEW AND EXISTING NETWORKS**

**EXISTING NETWORKS-** Hardware & Data Architecture Review/Configuration/Documentation – Prior to beginning work associated with one of our network service packages, it may be necessary to revise network configuration settings to insure compliance with Windows MSCE Standards. This insures optimal performance for the network and minimizes opportunities for system integrity faults resulting from daily operation. A one-time fee for performing this service may apply to the selected technical service package.

**NEW NETWORKS-** Design/Installation/Configuration/Documentation of hardware & data architecture. This is done to establish compliance with Windows MSCE Standards and Insures optimal performance for the network and minimizes opportunities for system integrity faults resulting from daily operation. Fees for this service are included in proposals for hardware deployment.

**ALL CLIENTS-** When you become a partner with AUS, a Discovery Process is required to document all new/existing hardware and software configurations and licenses etc., to establish a firm reference point from which all work will be performed. This process is required, and in most cases, costs for such are covered in the initial setup fee for each service package. For larger, more complex networks, a separate Discovery Process fee may be required. In such cases, published set-up fees receive special discounts. Details will be provided during proposal stage.

Finally, all response times noted in our service package plans, are valid Monday through Friday during the hours of 8:00 AM to 5:00 PM. Service requests that are received beyond these basic hours of coverage will incur additional charges.

Information and pricing for services described herein are limited to Microsoft Windows based operating systems. Other platforms such as Unix, Novell, Macintosh, etc. are quoted on a custom basis and are available upon request.

### **ADDITIONAL BENEFITS OF TECHNICAL SERVICE PACKAGES INCLUDE:**

- Special rates on future network upgrades for equipment costs & labor
- Special rates on web-site discovery and development
- Special rates on creative graphic design and production