

System Watch

Our Eyes on your Network

Like all businesses your size, you depend on your network to perform at its peak. How often have you wanted to access your **SQL Data Base** software program, only to find that the server was down? How often have you wanted to access some important client or business information, but the database or file was inaccessible or worse corrupted?

In today's competitive environment, you cannot afford to fall behind, and a partnership with **CSI Technical Services** will help prevent this. **CSI Technical Services** is a leading provider of managed services, dedicated to supporting the computer and networking needs of your business. **CSI Technical Services** has been working hard to ensure that the networks our customers depend upon function as efficiently and as reliably as the day they were first installed.

CSI Technical Services' System Watch can address your IT needs by:

- Monitoring the availability and performance of your most important network devices, especially those that house your mission-critical **SQL Data** software
- Remotely diagnosing and troubleshooting network issues from our Network Operation Center
- And then at the first sign of trouble, immediately inform you of any issues that arise and begin the remediation process – so you may never even know that there was a failure!

Why Choose CSI Technical Services as YOUR Technology Support Partner?

- **Peace of Mind:** Leave the fire-fighting to us. Let us be your network watchdog, allowing you to focus on your core business revenue-generating activities
- **Maintaining the Safety and Security of Your Network:** By monitoring the availability and performance of your firewall, and ensuring that your key network devices are receiving all necessary virus updates, we pledge that your network's integrity will be an ongoing priority for us
- **Increased Productivity:** Through our continuous insight into your network, we can help reduce the business impact of IT failure by shortening the time from network failure to issue resolution
- **Cost Savings:** 24x7x365 monitoring provides visibility into your network, allowing us to immediately determine the root cause of any network issue, thereby reducing the timely task of issue diagnosis from hours to mere minutes – resulting in substantial cost savings for you!

“Within minutes of installation & configuration we were easily able to identify over half a dozen network issues that could have potentially caused downtime!”



System Watch from \$149.00 /m
Server & Server Applications Monitoring
24x7x365 Availability, Performance & Predictive Failure Monitoring
Hardware Metrics: Utilization, Capacity & Memory
Email Performance Monitoring
Warranty Expiry Tracking on Server Hardware
On-site Backup System Monitoring & Management
UPS Monitoring
Adding/Removing necessary / unnecessary files
Security Monitoring
Firewall Availability and Performance Monitoring
Anti-virus Activity Monitoring & Definition File Updates
Desktop Monitoring
24x7x365 Availability, Performance & Predictive Failure Monitoring
Hardware Metrics: Utilization, Capacity & Memory
Internet and Printing Services Monitoring
ISP / ASP / Website Availability
Printer Monitoring for paper and toner levels
Network Support
Preferential Labor Rate Discount applied to all Helpdesk and Emergency support calls
Priority Response given to all program customers
Planning and Budgeting Consulting Services
Quarterly Review Meetings to review network health and recommendations for improvements

System Watch includes:

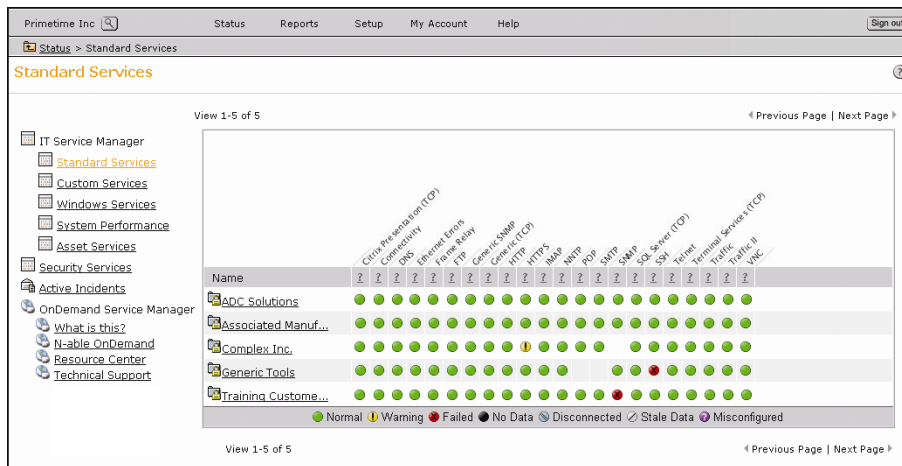
- **24x7x365 Availability, Performance and Predictive Failure Monitoring** ensures that the critical devices and applications that comprise your small business network are functioning reliably and optimally
- **Hardware Metrics Tracking** allows for the collection of important network data that is needed to identify usage patterns and trends, thus providing insight as to when hardware may need to be upgraded or replaced, allowing for a more educated IT budgeting experience
- **On-site Backup System Monitoring** verifies the successful backup of your important business and client data, protecting it from loss or damage
- **Firewall Availability and Performance Monitoring** allows detection of security events, hacker activity and verifies that your firewall is protecting you
- **Virus Protection Monitoring** ensures your antivirus programs are functioning properly and that virus updates are being received and installed
- **Internet Connectivity (and other hosted applications) Monitoring** provides peace of mind that your ISP or ASP is delivering and meeting its stated availability guarantees
- **Desktop Monitoring** to ensure your Workstations are available and functioning properly when you need them to be
- **25% Labor Rate Discount & Guaranteed Priority Response** over non-contractual customers when issues do arise
- **Planning & Budgeting Consulting Services & Comprehensive Quarterly Reporting** provides insight into the health and status of your critical network and



System Watch

Our Eyes on your Network

System Watch is a network operation center that monitors and manages your IT and security infrastructure 24x7. The System Watch service is designed specifically for IT service and support and plays an integral role in effective IT management. The result: IT Management you need, when you need it.



System Watch Key Features

Web-based dashboard

The System Watch Web-based console includes multiple views for each stakeholder.

My View

System Watch My View provides budget holders with network status and insight at a glance to show improvements and value Real-time Monitoring.

Notifications

This flexible and easy-to-use rules-based notification system will automatically send alerts via email, pager or short message service (SMS) if critical events occur, allowing you to react quickly to problems.

Reporting

Generate availability, performance, capacity and trend reports to support service level objectives. Run reports at any time or schedule them for automated delivery.

Real-time monitoring

The distributed data collection system collects and monitors the critical health metrics of your network.

Proactive Notifications

System Watch notifies your technicians via email, pager or SMS when critical events occur, allowing you to react quickly to any alert.

Executive Summary Reporting

The reporting system provides availability, capacity and trend reports, along with a monthly executive summary report to support Service Level Objectives.

Information Security

The System Watch Managed Security Service can be added to provide monitoring of security infrastructure to protect against threats.



System Watch: Our Eyes on Your Network

Technical Specifications

- **Automated discovery and import of network devices and services**

 - Control TCP-based discovery with user-specified IP address ranges
 - Identify devices and operating systems using IP fingerprinting
 - Scan discovered devices for supported network services
 - Utilize device templates to import common server types simply
- **Network services monitoring using synthetic transactions**

 - Use the following services to monitor networks using synthetic transactions: Connectivity, HTTP, DNS, NNTP, POP, IMAP, SMTP, Traffic, VNC, SSH and Telnet
 - Deliver network utilization monitoring through network traffic, Ethernet errors and SNMP services
 - Conduct precise monitoring of an Exchange server's capacity and performance metrics using the new Microsoft® Exchange Service
 - Conduct custom network tests using our generic TCP service
- **Custom network services**

 - Create custom monitoring services using generic service engines including SNMP, Syslog and generic log
- **Agent-based system and OS level monitoring**

 - Agent support for Windows® 95/98/NT/2000/XP/2003, Red Hat® Linux 7.1/7.2/7.3/9.0, Novell 5.5/6.0/6.5 and Solaris™ 2.8/2.9
 - Monitor CPU, disk and swap utilization, process availability, generic log files and VERITAS Backup Exec™ (where supported)
 - Easily monitor and measure Windows event logs using include and exclude filters for event ID and event source
- **Configurable state thresholds**

 - Thresholds allow direct mapping from service level objectives and device configuration standards to failure and warning states ensuring consistency in your service delivery methods
- **Automatic notification of critical events**

 - Receive notifications by email, pager or SMS
 - Define flexible profile-based notifications; customizable notification templates allow you to determine the content of your notifications
 - Assign detailed failure information to users via configurable triggers and device associations; multiple levels of escalations and repeats within individual profiles ensure that failures are identified
 - Minimize false failures with configurable delay periods; use correlation profiles to ensure that only critical failures are reported
- **Scheduled and on demand reporting**

 - All reports can be delivered on demand or scheduled for automated delivery
 - Use all new reports including: executive summary report, service and device availability, capacity and utilization trending, notification, event and activity log reports



System Watch +

System Watch + now includes a managed firewall solution to fill the gaps where many office routers and software based programs leave vulnerabilities in your companies network.

The smart choice for small businesses that want a strong network security solution that is easy to use and very affordable. Includes WAN and VPN failover to increase performance, redundancy, and reliability, and multiple VPN choices for flexibility in secure remote access. All models available in wired or wireless versions to suit your specific business requirements.



Managed Firewall Key Features

Application Proxies

Comprehensive web blocking, spam blocking, gateway anti-virus, & intrusion detection help keep your companies data safe and secure.

Affordable security for small business

Comprehensive network protection at a digestible price point — your network and your bottom line should be pretty happy about that.

Hardware-less upgrades

We won't make you buy new hardware as your security demands grow. You can use simple software license keys to add functionality and increase protection as your network requires it.

Green security

Our firewalls are designed with efficiency in mind, consuming very little energy

Reporting in the Browser

Provides a web-based, customizable reports portal designed to be hosted with direct Internet access for easy report selection and viewing.

Self Health Monitoring

Health monitoring for the WSM logging and reporting system helps minimize disruptions and maintain high service levels in these critical functions.

Skype™ Blocking

Block Skype connections to and from protected hosts to keep productivity high and prevent malware injections and data leakage.



• **System Watch**

- Pre-authorized service, so our techs can resolve issues as soon as they occur
- Higher priority in service queue
- Deeper discounts for Remote & Onsite support

• **System Watch +**

- All the benefits of the System Watch program
- Managed Firewall Solutions
- Unlimited Firewall Support
- Live Security Updates

Features	System Watch	System Watch +
Online Network Operations Center	X	X
Technician Monitored Notifications	X	X
Remote & Onsite Support (Break / Fix)	X	X
(Proactive) Maintenance	X	X
Managed Firewall Device		X
Fee Structure		
Remote & Onsite Support (Business Hours)	\$125.00	\$100.00
After Hour Support (Scheduled)	\$187.50	\$150.00
After Hour Support (Emergency)	\$250.00	\$200.00
Local On Site Fee's	X	Free



Program Pricing	System Watch	System Watch + 15 Users	System Watch + 30 Users	System Watch + 50 Users
Single Server	\$149.00	\$249.00*	\$269.00*	\$289.00*
2 Servers	\$199.00	\$299.00*	\$319.00*	\$339.00*
3 Servers	\$249.00	\$349.00*	\$369.00*	\$389.00*
4 Servers	\$299.00	\$399.00*	\$419.00*	\$439.00*
5 Servers	\$349.00	\$449.00*	\$469.00*	\$489.00*
Setup Pricing				
Single Server	\$199.00	\$299.00	\$399.00	\$499.00
2 Servers	\$299.00	\$399.00	\$499.00	\$599.00
3 Servers	\$399.00	\$499.00	\$599.00	\$699.00
4 Servers	\$499.00	\$599.00	\$699.00	\$799.00
5 Servers	\$599.00	\$699.00	\$799.00	\$899.00

Setup Pricing includes a Network & Hardware Health overview. You will get a detailed description of all devices on your network we will be monitoring. Plus a quick reference sheet of potential issues that can be easily resolved.

**Wifi Options are available for all System Watch + plans, for an additional \$10.00 per month.*

