



EveryPlug™
Communications

Expert Computer Support for PC & MAC

Small & Medium Business

"Helping people with computers since 1990."

www.everyplug.com

705-792-7966

ProActance®

Regular and Proactive Network & Computer Maintenance as low as \$2 a day!!!*

Avoid costly downtime & ongoing system problems & save your money!

"Computers are perhaps the most important business tools in your office. You rely on them every day to communicate, analyze, manage, strategize and perform billable services. You must ensure they're maintained!"



Your computers require regular maintenance to avoid costly problems and maintain optimal performance of your business investments.



Top 10 Reasons Every Small Business Needs ProActance:

1. Microsoft critical security updates come out at least once a month. Other Windows updates can cause problems. We know which ones to skip.
2. New threats emerge every day. Firewall, virus and spyware protection needs regular review and proactive management.
3. Daily staff use of servers and workstations can create random network issues that can be avoided.
4. Management of backups, data selection and data testing is critical to successful data recovery when you're counting on it the most.
5. Proactive server and workstation standardization minimizes problems.
6. Management of hard drive resources prevents storage issues & costly computer crashes.
7. Analysis of event logs can identify issues before they create network problems.
8. Regular optimization of computers and servers will maintain 'like-new' speed and efficiency.
9. Proactive maintenance provides real peace of mind when you know that someone is regularly caring for your network.
10. Predictable, monthly support costs, that are easy to budget for, minimize financial surprises.



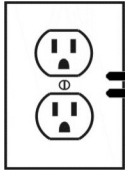
How long can you afford not to have:

- ▶ *email?*
- ▶ *Internet?*
- ▶ *printing?*
- ▶ *data?*
- ▶ *contacts?*

What is ProActance?

ProActance is proactive maintenance and technical support for your computer network, expertly managed by our certified IT Professionals and support staff. These support professionals not only take care of your company's technology on a regular basis but also implement and maintain a strategic technology plan, based on your business goals and budget. The end result of a ProActance maintenance plan is an office that is happy and productive with a budget that is predictable. Computer support by any other method isn't measurable.

* ProActance plans are customized to your company's budget, computer usage levels, number of computers, servers, how you adopt technology, and how involved you want to be with your network and budget. Bronze plans start at \$2/day/PC. Please see the chart below for the core features of our ProActance plans. Call us for a customized quote for your individual situation.



EveryPlug™
Communications

Expert Computer Support for PC & MAC

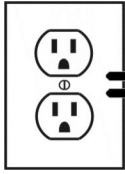
Small & Medium Business

"Helping people with computers since 1990."

www.everyplug.com

705-792-7966

Support	Bronze	Silver	Gold
<p><u>24X7 Service Availability Monitoring</u> By leveraging Service Availability Monitoring technology, we'll keep a watchful eye on your business. We'll monitor the key services that keep your business running. If something isn't right, chances are we'll know it before you do! (available 24x7)</p>			
<p><u>Desktop Optimization and Management</u> We'll do a PC checkup on computers as needed to make sure they are running at their best. We'll manage local computer accounts to protect your PC's as required.</p>			
<p><u>Unlimited Remote Control Support</u> Save time and trouble by using our secure "remote control" software to invite EveryPlug Communications to your office. Within seconds an EveryPlug Communications technician has the ability to take control of your server. You can walk the technician through your problem or question while you watch them work.</p>			
<p><u>Unlimited Onsite Maintenance Support</u> Anytime you do need on-site assistance we'll dispatch a technician directly to you. (available 8am - 5pm, Monday - Friday)</p>			
<p><u>Server Disaster Recovery</u> In the event of a server hardware/software failure, EveryPlug Communications is there to work around the clock to restore the server to a pre-disaster state.</p>			
<p><u>Emergency After Hours Support</u> Technology problems don't limit themselves to an 8-5 work day. If you need emergency after hours support, we're there for you.</p>			
Monitoring, Maintenance and Administration	Bronze	Silver	Gold
<p><u>Event Log Monitoring</u> EveryPlug Communications will monitor your event logs, parsing through them for alerts and warnings that could lead to trouble if left unnoticed. Utilizing advanced monitoring tools, EveryPlug Communications engineers will be alerted about such issues when they come up.</p>			
<p><u>Drive Space Monitoring</u> EveryPlug Communications will leverage technology to monitor your computer's drive utilization, and will be notified when drive usage grows to specified thresholds. This allows you to plan ahead for capacity upgrades through the use of trend analysis. We'll also assist you in knowing what files can be discarded or archived.</p>			
<p><u>Online Hardware/Software Inventory</u> Our online system provides both historical and real-time views on all updates and asset information. This provides you with a web based tool to both know what you have and how we should together manage those assets.</p>			
<p><u>Log File Maintenance</u> EveryPlug Communications' engineers will determine the right maintenance schedule for your server log files and make sure that maintenance happens, on a regular basis. This can help reduce storage requirements, while increasing the security of your server environment.</p>			
<p><u>MS Exchange Maintenance and Administration</u> EveryPlug Communications will monitor Exchange services to make sure they are always on-line and provide support to be sure that the system is operating optimally.</p>			
<p><u>Software Patch Management</u> We'll keep your computers up to date with the latest Service Packs and security patches from Microsoft. We'll also patch dozens of other manufacturers' software that often slip through the cracks.</p>			
<p><u>User Account Administration</u> Need new users added? Need users removed? Need an old user's files transferred to a new user? We'll handle all that for you.</p>			
<p><u>Printer Settings Management</u> Need help using a printer's features or clearing a print queue? When key network printers are down, EveryPlug Communications' technicians are available for support.</p>			



EveryPlug™
Communications

Expert Computer Support for PC & MAC
Small & Medium Business
"Helping people with computers since 1990."

www.everyplug.com

705-792-7966

Monitoring, Maintenance and Administration	Bronze	Silver	Gold
<p><u>Anti-Virus Software Management</u> Keeping the network protected from virus activity is a top priority. EveryPlug Communications utilizes our extensive experience with major anti-virus products to be sure your network is well protected. EveryPlug Communications will keep the software up-to-date and make sure the network is configured optimally for protection. We'll also be there for you on the rare occasion when you do experience a virus related incident to help eradicate the bug and get systems back in shape. We'll monitor to make sure virus definitions are current.</p>			
<p><u>File Sharing Permission Administration</u> We'll assist you in determining who needs access to what and make sure the file system is secure. We'll work with you to make sure important company data is secure and accessible to those that need it.</p>			
<p><u>Security Administration</u> Whether it's someone writing the next nasty virus, trying to hack into your network, or stealing your information while it's traveling to its destination, EveryPlug has you covered. We'll monitor and manage all aspects of network security, antivirus software, firewall, and VPN, so you can feel assured about the safety of your information. EveryPlug Communications will work with you to ensure security best practices are in place and followed.</p>			
<p><u>Monthly Reporting on Maintenance</u> EveryPlug Communications will provide detailed monthly reports giving you complete visibility into the issues your server has encountered and proactive tasks that were performed.</p>			
<p><u>Backup Monitoring and Administration</u> The proper backup is key to maintaining business continuity in the event of a disaster. EveryPlug Communications will be sure you have the right backup in place and see to it that the system works. EveryPlug Communications will monitor backups on a daily basis, and we'll be there to restore your data whenever you need it.</p>			
<p><u>Spam Management</u> We'll filter all your inbound mail looking for spam and viruses, and stop them before they reach you. We'll drop more than 80% of all spam. Nearly all remaining spam is tagged as such and sent on to you. Our spam filtering is 97% effective.</p>			
<p><u>Complete Vendor Management</u> EveryPlug Communications will manage approved vendor relationships and recommend new vendors as needed. We will work with vendors on new additions or changes to the Technology System and present relevant recommendations and justifications. We will work on your behalf to get the best overall value from each vendor.</p>			
Planning & Budgeting Services	Bronze	Silver	Gold
<p><u>Strategic IT Advisor</u> EveryPlug Communications will assign one of our seasoned professionals to your account to act as your Strategic IT Advisor. Your Advisor will be available for meetings with Management members, or the Board of Directors. Your Advisor will help you make effective technology related decisions. You will have an opportunity to discuss strategic growth plans and additional ways that your business can leverage technology.</p>			
<p><u>Research and Screening Services</u> Need help researching a particular technology for your business or help picking providers and resellers of technology? EveryPlug Communications can help research and choose providers so you can make informed decisions. We'll also assist you in evaluating computer literacy of potential employees and current staff to enable you to hire with confidence.</p>			
Value Added Benefit	Bronze	Silver	Gold
<p><u>Unlimited Purchasing Support</u> Utilize EveryPlug Communications' vast experience in selecting the correct technology products for your company. We'll provide our specialized viewpoint and expert advice as important factors in making sure you purchase correctly, even if you're buying a product we don't sell.</p>			