



Sky Computer Services , LLC

www.SkyITsupport.com

3577 Overland Ave. Los Angeles, 90034

Tel: 310-837-2525 Fax: 310-496-0300

SkyNet Support Plan

Thank you for considering the **SkyNet Support Plan** as your complete IT outsourcing solution. The objective of the SkyNet Support Plan is to transform your technology support method from a reactive “break and fix” pattern into a more advantageous proactive and preventative methodology. The SkyNet Support Plan will produce a high level of network stability and security at substantially reduced costs along with an interruption free work environment.

“Organizational efficiency increases when you focus on your business not your technology. Become more profitable by outsourcing your technology support”. Skye Southwick

The SkyNet Support Plan has two parts:

1. **Preliminary Support Services**¹

Comprehensive proactive services and hardware upgrades are often required to achieve the objective of attaining peak network performance and security. In the long-term, these Preliminary Support Services will greatly contribute to lower maintenance cost and network stability. (These services are basically “one time investments” and are completed within the first sixty days from the commencement of the SkyNet Support Plan.)

2. **Monthly Support Services**

The key to maintaining low network maintenance costs is to conduct regular preventive support and 24/7 monitoring. By being proactive network emergencies and user crises are basically eliminated. In the long-term, our Monthly Support Services are designed to reduce costs and manage your network resources in the most effective and efficient manner possible. We will provide regular on-site and remote support to maintain your network based on your requirements and budget.

Benefits of the SkyNet Support Plan

Focus more on your core business
Reduce and control operating costs
Avoid “down time” and “emergencies”
Cost-effective equipment procurement
Priority Service of other clients
7-Day-a-Week Network Monitoring²
Account and Project Management
Reduced rates³
Telephone Support⁴
Monthly Billing⁴

¹You will receive quotes subject to your approval for all work.

²See enclosed details of services

³Emergency Rate is reduced for clients who have signed the Service Agreement. See Price Plan

⁴See service Agreement



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Preliminary Support

By performing Preliminary Support services, thousands of dollars can be saved in years to follow, with lowered monthly maintenance costs. These Preliminary Support services are comprised of three service phases: Assessment, Stabilization and Monitoring.

1) Perform a Security Audit and Network Performance Analysis

- ✓ Identify current security concerns
- ✓ Conduct internal and external vulnerability scans
- ✓ Establish secured network design and access strategies (Including firewalls, intrusion detection and VPN implementations)
- ✓ Assessment of current and future IT needs
- ✓ Perform a network improvement Analysis
- ✓ Assess Data backup system/procedure
- ✓ Assess Anti-virus and Spam solutions
- ✓ Diagram network infrastructure

2) Execute Stabilization Services (as required) ¹

- ✓ Setup Microsoft "SUS" Server to automatically perform system updates for all systems
- ✓ Upgrade operating systems to current versions
- ✓ Upgrade hardware for peak performance
- ✓ Produce Network hardware and software documentation
- ✓ Setup and/or configure antivirus, backup and anti-spam solutions
- ✓ Implement security updates

3) Setup Remote Support Setup (if required) ¹

While not a replacement for on-site support, remote support is a cost effective and efficient method of managing certain network elements. Remote support is also a rapid solution to remote monitoring alerts. *Setup requires a few hours labor and a suitable firewall.*¹

4) Monitoring and Reporting Setup ¹

Network Monitoring is essential for proactive network support. We offer a few plans based on your requirements starting from \$395 for the software plus installation/setup.

*Services are quoted and/or estimated individually, subject to client's approval and billed by the hour. See Price Plans for details.



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Monthly Support

After the completion of Preliminary Support Services, we will provide regular on-site and remote support to maintain the peak performance of your network.

▪ **Regular on-site Maintenance Services**

In order to maintain stable and secure network performance, our technician will visit your location for a minimum of 4 hours per month to perform on-site proactive services. Support will include but is not limited to Network Servers, Network firewalls, Antivirus Systems, Backup Systems, and workstations unless otherwise indicated. With each visit an extensive list of tasks are performed and systems are monitored. This includes but is not limited to:

- Server logs
- Error logs
- Firewall logs
- System events
- Connectivity failures
- Internet/Intranet performance
- Remote access/synchronization
- Public/shared folders
- Hub/switch/router traffic
- Cable and power supply
- DSL/T1/ISDN/Dial-up connection
- Email administration
- Disk Storage capacity
- Software application revisions
- Virus protection
- Backup systems
- Printer systems
- Drive performance and mapping

▪ **User Support and “on-going” Support**

Depending on your requirements Sky Computer Services, LLC will provide training, telephone support, equipment procurement, hardware and software upgrades, trouble-shooting and repair of network infrastructure and computer systems.

▪ **Monitoring**

- ✓ Services monitor the following: Disk space, Website, MS SQL, SMTP, DNS resolution, MS Exchange, backup services, antivirus services and more.
- ✓ Notification by email and pager to multiple clients
- ✓ Reports can be accessed from any web browser
- ✓ Servers and/or workstations can be monitored. ¹

▪ **Other Support Services¹**

- Data, Voice and Fiber Cabling (5 Year Warranty)
- Onsite Laser Printer Repair (Support Agreements available)
- Component Level Notebook repair
- Web design²
- Web marketing²
- Web Hosting²

¹Pre-paid support services do not cover additional services and billing and terms are separate

²See www.SkyWebServices.com for details)