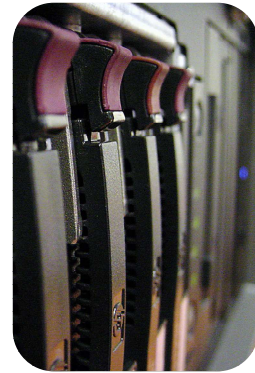
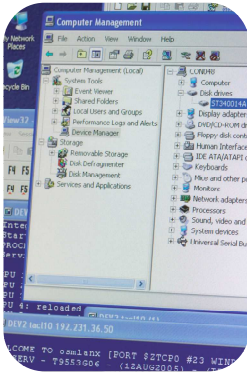


MANAGED SERVER SERVICES

SERVER MAINTENANCE AND MONITORING



Managed Server Maintenance and Monitoring

Your business has an increasing reliance on your computer systems and Internet connection. We recognize the potential impact of system connectivity and business loss due to downtime. To reduce these risks we have put together a package of economical services to address these important concerns.

- We review your backup processes semi-annually to insure that your backup procedures meet your business need.
- We daily monitor* your backup logs to confirm that backups are taking place and operating correctly.
- We track disk usage daily and provide a monthly report each week of available free space.
- On a monthly interval we will remotely install critical updates and service packs as provided by Microsoft (and Novell), for the core operating system and server services. The server events logs will be reviewed and system restarted as appropriate. Any updates that may impact user access to the system will be scheduled for after hours and in advance.
- Internet connection will be monitored 24x7 with alerting to our staff during office hours. Direct alerting to the customer is also available.

We are pleased to offer these services for a modest fee of \$199.00 per server per month. If you are using our Managed Backup Services, you can add this additional service for \$99 per month.

*Daily monitoring is conducted Monday through Friday, excluding Holidays