



System downtime, viruses, spy ware, losses of productivity... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive

At continüIT CORP, we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

continüIT CORP provides affordable proactive IT management and support to growing businesses. Utilizing our unique IT automation framework for providing managed services, continüIT CORP provides a range of proactive services to keep your computer systems up and running and your people and business productive.

Some of the benefits you will experience are:

- Proactive VS reactive IT management
- Automation of key IT tasks
- Flexible Scheduling
- Access to a staff of technical experts for you and your users
- A complete managed process for getting users connected to the business center network
- Web based ticketing system for submittal of issues and related tasks
- Increased productivity

Managed Server Service:

- Microsoft Windows Server Patch Management
- Microsoft SQL Server Patch Management
- Microsoft Exchange Server Patch Management
- Virus Definition Management
- Backup Monitoring
- Hardware Firmware Management
- Service Monitoring with proactive notifications

Free Server Disaster Recovery (DR) Coverage

- Hardware Failure – Your warranty coverage from Dell will get you back to a C: prompt, we'll take you the rest of the way at no cost to you!
- OS Security Exploitation – If your OS goes down due to a vulnerability exploit, we'll bring it back up – at no cost to you!
- Virus Infection – If your server is exploited by a virus and goes down – we'll bring it back up, at no cost to you!

Managed services benefits include the following list.

	1	2	3
Patch Management - Fully automated patch management. Scheduled security patch scan, patch deployment and history with the click of a mouse. Scalable, secure, configurable and location independent.	X	X	X
Security Log Monitoring - Daily review of machine security logs to help ensure safe and secure networking environment.	X	X	X
Virus Log Monitoring - Daily review of machine virus logs to help ensure a safe and virus-free networking environment. **NOTE: ANTIVIRUS SOFTWARE AT ADDITIONAL COST**	X	X	X
Helpdesk Remote Control - continuiT CORP can access your computers remotely from anywhere - securely and safely. We can access PCs behind firewalls and NAT without port mapping or infrastructure changes.	X	X	X
Maximum Security - Encrypted communication using 256-bit RC4 with rolling keys. No open ports. No plain-text data packets the network. Nothing for attackers to exploit.	X	X	X
Application Deployment - Complete software installations and software updates across the organization with a mouse click. Easier and more flexible than SMS and other solutions.		X	X
Computer Cleanup Wizard - A collaboration of programs that run on machines during the night to fix/repair inaccuracies. Spyware management, Disk Defragmentation, Temp Files Cleanup, Virus Definitions management, Refresh of windows policies.		X	X
Application bandwidth monitoring - Discover if certain applications are compromising your system's performance by consuming more resources than necessary.		X	X
Asset management / Hardware Warranty Notification -Integrating seamlessly with the PC Inventory feature, manage your computing infrastructure with comprehensive scheduled LAN audits on the frequency you specify. Fully automated and always up-to-date.		X	X
Edge Device Support - Changed to the Firewall, Router Switches, Printers (if networked) will be provided at no cost.		X	X
Application blocking - Prohibit certain computers from running non-business applications.			X
Individual Remote Access - Access your work machine from outside of the office. You'll have direct access to your PC's desktop, using the same security encryption as the other program features.			X

Onsite Service

Comprehensive System Administration and System Monitoring Services

Features

- ▶ On-site setup and ongoing maintenance of Windows/Linux OS-based workstations and servers and Networks
- ▶ Knowledge transfer to in-house administrators and end users
- ▶ Flexible packages with a wide range of task options
- ▶ Optional on-site hardware maintenance

Benefits

- ▶ Increase efficiency: respond faster to problems and meet required service levels
- ▶ Maximize productivity: reduce your support workload with an on-site system expert
- ▶ Increase effectiveness: augment the skills of in-house system administrators
- ▶ Realize value: reduce your cost of ownership

Expert Management of Your MS Windows Systems

Now you can maximize the productivity of your systems by augmenting your staff's skills with the expertise of our technicians. Through our On-Site System Administration services, one of our systems technicians will perform crucial system setup, administration, upgrade, and expansion tasks. If you choose, the engineer will perform hardware upgrades and maintenance. When appropriate, we'll also leverage the experience of our team of technology engineers.

Comprehensive, Customized Services

With the flexible packaging options of On-Site System Administration services, you can purchase the services of an on-site technician for a specified number of days to be used over the course of a year or a certain number of days per week for the entire year—all the way up to full-time, five-day-a-week administration. Clients with a full service contract can take advantage of our Windows On-Site System Administration to schedule replacements for planned absences such as vacations. Your on-site technician can perform any of these tasks:

- Install and configure new systems and users
- Perform basic system administration tasks such as disk management, space and memory allocation, operating system upgrades, and patch management
- Monitor the performance and availability of designated systems, proactively and reactively address problems, maintain a log of activities, and provide end-user administration services, including backup/restore
- Identify and correct problems in Windows operating system use and provide alternative solutions where necessary
- Assist with the allocation of system resources and operating system tuning and configuration
- Write scripts to automate necessary procedures such as backup applications
- Install and test any licensed software updates, releases, and patches provided by us and third parties
- Assist users with system operation, optimization, and debugging
- Provide periodic written and/or oral progress reports
- Perform error log monitoring, analysis, and resolution
- Assist in hardware failure determination and resolution
- Hardware maintenance as required by platform; diagnosis and repair of defective hardware by replacing parts; and installation of hardware upgrades and new systems

continüIT CORP SOLUTION SUMMARY

Servers

12 _____ Servers @ **\$200** per Month (with DR Coverage).....\$0 _____

_____ Additional Servers @ \$0 per Month (no DR Coverage).....\$0 _____

0 _____ Server/Workstation Backup @ **\$10** per Month + 1.20/GIG.....\$0 _____

*Initial investment on backup storage equipment required. Each backup device requires approximately three times the storage needed per server on the backup plan. Ask about the details. If more than 1 month of data retention is needed more storage may be required.

Desktops

60 _____ Level 3 @ **\$35** per month.....\$2100.00

Onsite Service

0 _____ Hours per month\$Included _____

Total Monthly Investment.....**\$2100.00** _____

0____ Non Profit Discount **0%** only applicable to desktop and server managed services, onsite service does not apply.

Total Monthly Investment (After discounts).....**\$2100.00** _____

Client Information

Company Name: **The Municipality of North Huron**

Contact: **Dwayne Evans**

Contact email address: **devans@northhuron.com** _____

Authorization Signature: _____ Date: _____

Terms / Services Definition

All managed services will be billed monthly and the price is based on the number of desktops and servers currently managed. The terms are Net 30. 30 days written notice required to end service agreement. We reserve the right to end the agreement at any time. Other services incurred during this plan will be billed at their regular rates of:

As Needed Service – Any service scheduled at least 2 business days in advance are billed at \$65 an hour.

Rapid Response Service – Any Service that requires a 4 hour window of time needed for a technician to arrive on site the same day. This agreement is billed at \$65 an hour.

Managed Services – Proactive Automated Services with onsite service plans scheduled on a regular and re-occurring monthly basis. Onsite Service agreements are bundled with this plan.

After Hours Non Emergency – Any service that requires, any afterhours administration outside 8AM – 5 PM that is requested will be billed at DOUBLE YOUR RATE unless mutually agreed to.

Holiday Rates – Any service that requires, any on stat holidays will be billed at DOUBLE YOUR RATE/ hour per technician.

Project Rate – Any special project outside regular support to be billed at \$80 Hour.

continüIT CORP Managed Server

Service Level Agreement

I. Overview

Disaster Recovery Guarantee

continüIT CORP guarantees in the event of a hardware failure, an OS security exploitation, or a server-side virus infection that you will not be billed for the labor required to restore your server to the point provided by the last good and available backup. Furthermore the customer reserves the right to request that the disaster recovery service be delivered during business hours, nights, and/or weekends. continüIT CORP will attempt to the best of its available resources to meet the customer's scheduling requests.

Scheduled Maintenance Windows

continüIT CORP will regularly install patches and critical updates to your server to help ensure that you are guarded against the latest vulnerability threats. For many of these updates to be installed properly your server must be restarted. continüIT CORP will restart your servers, as necessary, between our regular maintenance window that will be a predefined time. If the expected downtime is greater than 15 minutes then continüIT CORP's Managed Services staff will contact you to inform you of the outage. You reserve the right to request that continüIT CORP reschedule the outage to align with your business needs. There must be a window for us to do this.

II. Qualifications

In order to qualify for continüIT CORP's Disaster Recovery Coverage, your environment must comply with the following requirements:

Initials

- _____ a) Server hardware is under current warranty coverage from Dell, HP, or IBM, approved alternative or waived and documented
- _____ b) Server operating system, and any software is current and in support from the software development company
- _____ c) Client network is protected by a hardware-based firewall from Cisco, SonicWall, Watchguard, Fortigate or Netscreen and is running the latest firmware AND WITH THE LATEST SECURITY SUBSCRIPTIONS APPLIED
- _____ d) Server file-system and email-system (if applicable) is protected by licensed and up-to-date virus protection software from Symantec or ESET or other approved
- _____ e) Server is connected to a working UPS
- _____ f) Server is ONLY administered by continüIT CORP personnel, Any corrective Administration from third parties will be billed at hourly rate.
- _____ g) Recovery coverage assumes data integrity on the client's backup media. continüIT CORP does not guarantee the integrity of the backups or the data stored on the backup media. Under this coverage continüIT CORP will restore the server to the point of the last successful backup. If the server or its applications require additional configuration beyond the data provided by the latest backup, continüIT CORP will bill this portion at its standard Time and Materials rates
- _____ h) Client provides all Software installation media and key codes in the event of a failure

III. Disaster Recovery Service Exclusions

continüIT CORP reserves the right to bill for labor incurred during a server recovery if circumstances surrounding the customer's server failure meet the following codifications in whole or in part:

- a. Customer fails to adhere to all of the requirements outlined in the above "Qualifications" section
- b. Environmental failure events that render hardware unusable
- c. Force Majeure events beyond continüIT CORP's reasonable control, including but not limited to Acts of God, government regulation, labor strikes, natural disaster, and national emergency.
- d. Any act or omission on the part of any third party other than continüIT CORP's