

24x7 Network Monitoring  
Preventative Maintenance  
Help Desk Support

## Managed Network Services



Your information systems are at the heart of your businesses daily operation. System down time costs businesses a significant amount of money each year. Most problems that cause down time can be prevented by regular monitoring and systems maintenance.

Small & medium size businesses without internal IT resources or those whose resources are stretched can greatly benefit from outsourcing network and systems maintenance.

We offer a comprehensive suite of managed network services. Real time monitoring of your network along with regularly scheduled preventative maintenance will keep your network running and healthy. When problems do occur our Help Desk is there to address them.

We have a fully staffed network operations center (NOC) that monitors your network in real-time. When an issue occurs we are aware of it immediately and can notify your IT staff or automatically escalate the issue to our Help Desk for corrective action. We also perform full preventative maintenance services on your servers and workstations and provide Help Desk support services to your users.

Trust your IT infrastructure management to the professionals. When you hire Beringer Associates you are hiring a team of highly motivated, experienced network engineers with a broad spectrum of knowledge and experience.

### Important Facts

Small & Medium size businesses report an average of 50 hours lost productivity per employee per year due to IT related problems.

93% of IT related problems are preventable by proactive network monitoring and preventative maintenance before they turn into performance problems, downtime, loss of data or security breaches.

Outsourcing network monitoring, preventative maintenance and help desk support can save you 50% or more off your yearly IT expense.



Networking Infrastructure Solutions

### Beringer Associates, Inc.

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**Beringer**  
ASSOCIATES  
*Knowledge and Technology Providers*

## How it works...

We install a lightweight piece of software on one of your servers (monitoring client). The monitoring client constantly performs checks on servers, firewalls, routers, desktop PC's and other network equipment and continually updates our web portal. The monitoring client is completely secure as it establishes an outbound connection to our Network Operations Center using SSH2 encryption. When a problem is detected an alert is **automatically** sent to the engineers at our Network Operations Center who can proactively take appropriate steps to prevent the potential issue from becoming a real problem. **All alerts are acknowledged within 2 to 15 minutes.**

On a regular basis our engineers at the Network Operations Center also perform preventive maintenance tasks such as deploying anti-virus updates, patches, service packs, removal of spyware, "cleaning" of machines, tuning of servers, updating firewall rules, running external vulnerability scans and much more to keep your network running optimally.

When an end user encounters a problem, they can call a toll-free number to reach our Help Desk where an engineer logs a ticket in our system.



Client	Device Under Monitoring	Availability			Performance	Events	Sys. Error
		EMP	Fail	Process			
Customer Site #1 Last Status Update: 0 minutes	EXCHANGE	(2)	(4)	(4)	(1)	(9)	
	JTEST						
	SAAZMDCAPPL2					(2)	
	S05SERVER						
	10.1.4.200(MSD)						
	10.1.4.205(RED-HAT.DNS.B.0)					(1)	
	202.87.36.238(MSD)						
	72.3.253.77						
	ORCLTEST on JTEST[10.1.4.28]						
	SAAZTEST on JTEST[10.1.4.28]						
	SAAZ2000						
	ZENITHSAAZ						
	ZU.CAL		(2)	(5)	(4)	(1)	(9)
192.168.1.25(SUNGLARIS2.4)							

Help Desk Monitoring Portal—Our Real time view of your network

The engineer assists the user or when necessary, with permission from the user, the Engineer takes remote control of the machine and resolves the problem directly. We answer nearly **100% of the calls live** and are able to **resolve over 93% of all user issues remotely**. Should the issue be such that it cannot be resolved remotely (as is the case with failure of hardware), we can provide on-site services to resolve the issue.

Our Help Desk monitors a real-time web based portal displaying all equipment at your site. This portal is automatically updated by the management node and reflects current status of all devices being monitored by our service.

## Benefits:

We set you free from all the worries of cost and downtime which allows you to focus on your core business.

### Preventive approach and Quick Response

Reduce IT downtime and security incidents by over 70% via proactive management.

Cut the attend time to a problem to less than 5 minutes via our remote management technology.

### Access to top notch expertise

Your IT infrastructure is supported by a team of highly specialized and experienced engineers working from our Network Operations Center/Help Desk. Use us as your IT department or to augment your internal IT staff.

### Access to superior IT Management technology

Our technology is being used by organizations such as Sony, The Department of Atomic Energy and Mitsubishi to manage their network infrastructure.

### Lower and More Predictable IT costs

A predictable monthly cost that can be budgeted.

Eliminates the need to build in-house expertise on IT infrastructure and security technology.

Provides economies of scale that let small and medium businesses get "Fortune 500 class" IT management and support at an affordable cost.

800-796-4854  
www.beringer.net



# What we offer

Broadly speaking, we can manage everything related to your desktops, servers and network equipment. We perform specialized SQL database, Exchange Server, Terminal Server/Citrix, IIS, SharePoint, Small Business Server and backup monitoring as well as desktop & server maintenance, Help Desk support, performance monitoring, patching, anti-virus updates, software deployments and much more.

## Server & Network Management

Windows NT/2000/2003 server monitoring, support and preventative maintenance. Linux and AIX also supported.

Troubleshoot alerts

Weekly check for viruses

Review event logs weekly to identify and troubleshoot potential problems

Apply patches as released by OS and software vendors

Monitor backup

Monitor and manage all hubs, switches, routers and other network devices

## Desktop Management

Regularly deploy patches and updates (both in-house and remote desktops/laptops)

Update virus definitions

Perform desktop maintenance including defrag, scandisk, paging file optimization, etc.

Temporary file / Internet debris cleaning

Provide Help Desk support for Operating System and off the shelf applications

Provide full inventory of Hardware and Software

## Security Management

Proactive monitoring of all network devices

Firewall maintenance and troubleshooting when issues arise

Maintain logs of intrusion attempts

Continuous filtering for spyware, malware and other malicious threats

Proactive monitoring of email for Spam and Viruses before they affect your systems

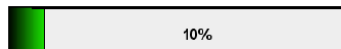
Regular external vulnerability scans to assure your network is secure

# Full Executive Reports

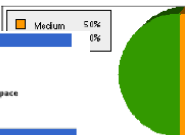
## Executive Summary

This document provides the results of the vulnerability assessment performed by Zenith InfoTech on Monday, May 01, 2006 at 12:00 PM (GMT+5). The information contained within this doc extremely confidential and should be treated as such.

The graph below represents the seriousness of the security threats found during the assesser percentage, the higher the priority should be for resolving the discovered security threats.



The scope of this analysis was to remotely audit and analyze the system and/or resources



### Preventative Maintenance

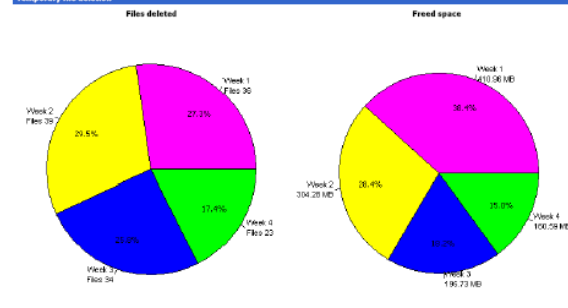
#### Windows File Deletion

This process removes unused files from your system - allowing Windows to run faster and freeing up valuable hard disk space

Total number of files deleted: 37 Total freed space: 277.88 MB

Machine	Week no. 1	Week no. 2	Week no. 3	Week no. 4	Week no. 5	Total
GROUP NAME : WORKSTATION	37	27	18	17	70	277.88 MB
LPARKS2	99.18 MB	28.52 MB	66.23 MB	83.05 MB	System Not Available	277.88 MB
RAUL	311.78 MB	275.76 MB	129.50 MB	76.64 MB	6	53
Total	36	39	34	23	0	132
	410.96 MB	304.28 MB	195.73 MB	166.59 MB	00.00 Byte	01.85 GB

### Temporary file deletion

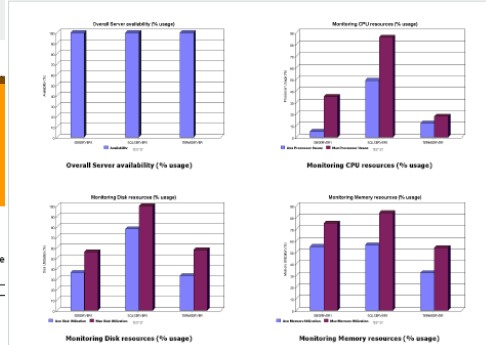


### Server Health

This section provides information about the health of the servers. The goal of monitoring server health is to identify and eliminate conditions that could compromise server productivity. This report documents the core health parameters of a server in a concise and simple layout without dwelling deep into the technical details.

#### Server Health Indicators

- 1- Server Availability: What percentage of time has your server been available? The larger the value the more stable your server is behaving. A lower value suggests a server that requires attention.
- 2- Server Processor Utilization: How hard is the server working to process the information user need? It is not unusual for one processor utilization spike during certain processes. However, a high average processor utilization could indicate the server is working too hard. An additional processor may be required, or some services may need to be moved onto another server to balance the load.
- 3- Server Disk Utilization: How much disk space do you have remaining on your server? This is a measure of how much disk space is being utilized. A high utilization rate indicates that additional disk capacity is required.
- 4- Server Memory Utilization: Do you have enough memory to run the application on your server? Memory is one of the core components that contribute to server performance. If you are utilizing a high percentage of memory, you need more.



## Reports Available

External Vulnerability Scan Report

- Full Monthly Activity Report
- Preventative Maintenance Tasks
- Server Health
- Patch Assessment & Deployment
- Asset Management

It is not only a technical issue and a business issue. This document (business Analysis Report section) and detailed are a non-technical person, or if you are not in report, located at the very bottom of this

## Server Plans

Plan	Price Per Server / Per Month
Bronze	
Silver	
Gold	

Services	Bronze	Silver	Gold
Server Monitoring	24x7	24x7	24x7
Preventative Maintenance		X	X
Auto Escalation of issues to our Help Desk for resolution		X	X
Event Log Monitoring	X	X	X
Backup Log Checks	X	X	X
Antivirus Log Checks	X	X	X
Server Availability Monitoring	X	X	X
Monitor Network Services (DHCP, DNS, RDP, Etc.)	X	X	X
Base Response Time Monitoring	X	X	X
Server Health Check and Analysis of Key Trends	X	X	X
Patch Assessment & Management		X	X
SQL Database Availability Monitoring		X	X
Microsoft Exchange Availability Monitoring		X	X
Custom Service Monitoring (Such as VOIP services or ERP applications)		X	X
Service Pack Updates		X	X
Event Log Maintenance		X	X
Virus Definition Monitoring		X	X
Server Tuning & Cleaning		X	X
Monthly Report Generation		X	X
Help Desk Support (8x5) (Additional hours are \$150 per hour)		2 Hours Per Month	4 Hours Per Month
After Hours Support (6pm-8am)			As Needed At \$225 per hour
External Vulnerability Scan			X
End User Access to Web Portal			X

## Desktop/Workstation Plans

Plan	Price Per Desktop/Laptop Per Month
Bronze	
Silver	
Gold	

Services	Bronze	Silver	Gold
Patch Management	X	X	X
Antivirus Log Checks & Scanning	X	X	X
Temporary File & Internet Debris Cleaning	X	X	X
Spyware Detection & Removal	X	X	X
PC Backup & Monitoring of Backup		X	X
*Help Desk Support (8x5) (Additional hours are \$150 per hour)		Determined by Server Support Plan Selected	Determined by Server Support Plan Selected
After Hours Support (6pm-8am)			As Needed At \$225 per hour

\*Help Desk Support provided on Operating System and off the shelf applications

## Network Device Monitoring

Device	Price Per Device / Per Month
Router	
Firewall	
Hub/Switch	

Pricing for network devices is for monitoring only. If an alert rises on a network device and escalated to our Help Desk it will count against your support hours included in the Server Plan selected. Additional hours will be billed monthly at \$150 per hour.

## Summary

Managed Network Services can benefit small/medium size businesses that cannot cost justify a full time IT resource or those whose IT resources are stretched. When you hire us to manage your network you are hiring a highly experienced team of professionals.

We would welcome the opportunity to give you a demonstration. Please contact us for more information.



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# Equipment Configuration Worksheet

(Print additional copies if needed)

Servers				
Server Name	IP Address	OS Installed	Applications	Level
			EX / SQL / IIS / BU / TS / CX / SP	Bronze Silver Gold
			EX / SQL / IIS / BU / TS / CX / SP	Bronze Silver Gold
			EX / SQL / IIS / BU / TS / CX / SP	Bronze Silver Gold
			EX / SQL / IIS / BU / TS / CX / SP	Bronze Silver Gold
			EX / SQL / IIS / BU / TS / CX / SP	Bronze Silver Gold

EX—Microsoft Exchange Server    SQL—SQL Server    IIS—Internet Information Services    BU—Backup    TS—Terminal Services    CX—Citrix    SP—SharePoint

Please list any custom applications you would like monitored (Gold or Silver levels only):

Please select level of response for alerts (Gold or Silver levels only):      Auto Escalate      Notify Only  
 Specify Email Address for Notification of alerts: \_\_\_\_\_

After Hours Alert Notification: Would you like to be notified of alerts after hours?      Yes      No

1. Name \_\_\_\_\_ Phone # \_\_\_\_\_
2. Name \_\_\_\_\_ Phone # \_\_\_\_\_
3. Name \_\_\_\_\_ Phone # \_\_\_\_\_

OS Patches:    Apply White Listed Patches Automatically      Request Permission prior to application  
 OS Service Packs:    Apply White Listed Patches Automatically      Request Permission prior to application  
 Patch/Service Pack Application:      Overnight (12am)      Weekends (Friday 12am—Sunday 11pm)  
 PM—Patch Management    VD—Update Virus Definitions    DM—Desktop Maintenance    TF—Temporary File / Internet Debris Removal

Workstation				
WS/Laptop Name	MAC Address	OS Installed	Maintenance Tasks	Level
			PM / VD / DM / TF	Bronze Silver Gold
			PM / VD / DM / TF	Bronze Silver Gold
			PM / VD / DM / TF	Bronze Silver Gold
			PM / VD / DM / TF	Bronze Silver Gold
			PM / VD / DM / TF	Bronze Silver Gold

Network Devices			
Device Make/Model	MAC/IP Address	Admin User ID/ Password	Description