SERVER and WORKSTATION

REMOTE MANAGEMENT SERVICES

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This document's Sept. 25th 2013 pricing listed is subject to change and is customized per office these systems are installed.

RDS MANAGED REMOTE SERVICES

RDS Managed Remote Services provides significant improvement over conventional (on site) IT Support, which means you can rest assured your servers, workstations are in business-ready condition. Our proactive, preventative 24/7 monitoring solutions will check and monitor key components of your systems, alerting RDS Support to problem conditions, rather than waiting for you to notice a system problem or failure and call us. We'll almost always know about an issue before you do, so it can be fixed quickly, minimizing your business disruption. We can provide routine Windows updates service, Backups monitoring and a managed version of the award winning Vipre Business Antivirus for you computers.

Remote Services:
Remote Monitoring of your computer with customized proactive, preventative **Daily Health Checks** and **24/7 Critical Systems Monitorin**g of key components inc. Windows event logs. When any problem is discovered it will alert RDS via email of Critical or Non-Critical events that have occurred.

Patch/Updates Management: RDS Support will schedule reviews and installation of missing patches and security updates. Microsoft for Windows updates are automated by the system. Other software vendors such as Adobe, Apple, Google, Java, Firefox require a more hands on update. These are scheduled for a monthly update after hours via Remote Access and are a separate service as agreed for your systems.

Remote Access: Allows secure **anytime, anywhere remote access** to your computer by RDS Support for troubleshooting and repair of issues and updates after-hours to minimize disruption to your employees and business. Saving you money by avoiding on-site technician visits

Malware Protection for your computers with GFI VIPRE Antivirus Business' real-time monitoring - detects and blocks viruses, worms, spyware, Trojans, bots, and rootkits with low impact on system resources. Fully hosted and managed by RDS Support. $2.00 per month per computer added fee.

Workstation Cost: $8 per month: Includes Daily Remote Monitoring, Remote Access,
 Add $2.00 per month for managed antivirus system.

Server Cost: $25 per month per Server. (Your Main server and Backup Server are separate Servers)
 Includes: Daily Remote Monitoring of Server / network Operations, Remote Access.
 Add $2.00 per month for managed Vipre antivirus system.
Microsoft Updates/patch Management : Server Add $25 and Workstation Add $15: per month

Server Backup Systems monitoring and management can be provided as an added service. A Remote Managed Backup is available for local Backups can be installed on your Server as one option. Monitoring of your Backup software systems is another option (errors reported) are based upon your backup software's design. A plan will be offered that optimizes oversight of your backup system.

Initial Setup cost will vary by customer. A setup file is configured on each monitored PC by RDS either via remote access without customer assistance or with customer assistance using an emailed file. Setup is 5 - 10 min. per PC. A 10 PC –Server office would apx. $100-$150 to install the system and configure the monitoring system at the RDS office.

Service Billing: The basic systems cost per PC are billed per Qtr. in advance. Additional support services required will be billed monthly as provided.
*__Fixes / issues repair__ and non-Microsoft updates requiring remote login to the PC are billed separately at regular RDS service rates.

ANYWHERE REMOTE ACCESS

Anywhere Remote Access provides RDS secure anytime, anywhere remote access to your computers by RDS Support for troubleshooting and repair of issues and updates after-hours to minimize disruption to your employees and business. Saving you money by avoiding on-site technician visits.

Most repairs can to be performed after hours to minimize disruption to your business, Anywhere Remote Access provides anytime, anywhere access to your computers directly over the Internet, without the need of someone to initiate the session to quickly troubleshoot and repair most issues. This does require that your computers are left on during the workweek.

Anywhere Remote Monitoring identifies in-depth computer status, systems state and health information of all monitored PCs. Critical and Important issues discovered are reported daily for RDS Support to troubleshoot and resolve using Anywhere Remote Access.

Benefits

- Easily restart computer, even restarting in Safe Mode to perform debug operations.
- Easily and securely transfer large files between Support Technician and your computer.
- Easily print files, errors and logs from your computer to our local printer.
- Easily stop and start hung Window Services without connecting to computers desktop.
- Security is very important, our Anywhere Remote Access requiring two logins and utilizing 256-bit SSL encryption - the same level of security trusted by major online banking institutions.
- Anywhere Remote Access saves the Support Technicians time, which means you save money.

RDS will still set up and maintain a separate LogMeIn access account to supported offices, however the number of PCs allowed for the free PC access is now limited to 10 PCs.

MANAGED ANTIVIRUS PROTECTION

Cost-effective, reliable, easy to use, easy to maintain, it's the perfect antivirus solution for your business.

No software to purchase or maintain. Fully cloud hosted and managed service, based on GFI VIPRE Antivirus Business, renowned for high performance, low impact and no hassle. At its core is an antivirus and antispyware engine that merges the detection of all types of malware into a single efficient and powerful system. The best part of our Managed Antivirus is that it integrated into GFI Max's suite of Managed Remote Services so we are alerted if a system hasn't updated properly or if a threat is detected.

Includes all the features and protection of these packages

- Anywhere Remote Access
- Daily Antivirus Checks
- Around-the-Clock Antivirus Monitoring
- Daily Vipre system scans (requires PC to be on at night)
- Alerts and Reports by PC. Tracks problem PCs

Benefits

- Easily installed over the Internet in a few minutes.
- Detects and blocks viruses, worms, spyware, Trojans, bots and rootkits via a single, powerful anti-malware engine.
- Monitors and protects against known and unknown malware threats, including zero-day threats, in real time.
- High performance threat protection with low impact on system resources.
- Fine tune protection policies for your servers and workstations including scan schedules, remediation action (i.e. what to do if a threat is discovered, quarantine or remove)
- Configurable to exclude monitoring your software systems that are malware system sensitive.

This solution does not include removal of any infections that are not automatically removed by the Vipre system. Some virus infections require manual removal. The system will notify RDS and removal will be invoiced at our current hourly rate.

Advanced Anti-Rootkit Technology
Finds and disables malicious hidden processes, threats, modules, services, files, Alternate Data Streams (ADS), or registry keys on a user's system.

Real-Time Monitoring With Active Protection
Active Protection delivers real time monitoring and protection against known and unknown malware threats.

Full Protection against Email-Borne Threats
A comprehensive protection against email viruses with direct support for Outlook, Outlook Express and Windows Mail and support for any email program that uses POP3 and SMTP.

MANAGED REMOTE MONITORING

Proactive and preventative system checks boost your productivity and security.

RDS Remote Monitoring provides a substantial improvement over conventional IT support which means you can rest assured that your servers, workstations and laptops are in business-ready condition. Our proactive, preventative Daily Health Checks and Around-the-Clock Critical Systems Monitoring will check and monitor key components of your systems, alerting our Support Team to problem conditions, rather than waiting for you to notice a system problem or failure. We'll almost always know about an issue before you do, so it can be fixed quickly, minimizing your business disruption. And we'll keep you up-to- date on your system health with alerts and summary reports can also be sent directly to you for your review.

Includes all the features and protection of these packages

- Anywhere Remote Access
- Managed Antivirus Protection
- Daily Health and Safety Checks
- Around-the-Clock Critical Systems Monitoring
- Alerts and Reporting

Benefits

- Rest easy knowing your Antivirus is always up-to-date, your disks are in good health and Event logs are checked daily.
- Verify your daily backups have completed, making sure your data is safe.
- Key systems reviewed each and every day means your systems are in peak health.
- Specific, informative alerts with the exact nature of the problem, allowing our Support Team to fix it faster.
- Reduce downtime. Increase productivity in the office.

Daily Health and Safety Checks

RDS's Daily Health Check conducts thorough checks each and every morning to ensure your systems are in peak condition and functioning correctly without errors. Your systems are unique to your business – that is why our Daily Health and Safety Checks are selected and customized to your systems and requirements.

- Checks that your antivirus is up-to-date, to make sure you're protected.
- Checks that your Windows Services (the bedrock of your computer's operating system) are operating properly.
- Hacker Check: Looks for unauthorized log-in attempts.
- Checks to ensure you have adequate disk space remaining.
- Checks that your disks are healthy and there are no integrity issues.
- Checks Critical Event log entries for errors and issues.
- Removal of temporary Files. Over time, temporary files can slow down your system and cause software errors.
- Verifies your daily backups have been completed, to make sure your data is safe.
- Monitors your Exchange email system.

MANAGED REMOTE MONITORING

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Around-the-Clock Critical Systems Monitoring

While the Daily Health Checks help prevent big disasters, our Critical Systems Monitoring provides an extra level of monitoring of critical systems. Running every 15 minutes for servers and every 60 minutes for workstations these checks monitor key components of the system that will affect their operation and performance. We'll see the true nature of the problem – so we can fix it faster – and radically boost your overall uptime. Your system is unique to your business – that is why our Critical System Monitoring is customized to your systems and requirements.

- Check that your server is up and running.
- Check that your backup server is up and running (as applicable).
- Check any of your Windows Services, are running and restart automatically if needed.
- Check TCP ports on your network, on other networks. If any of these ports are failing to respond, you may be unable to connect and do your job.
- Check disk space to ensure your systems are able to function properly.
- Check RAID devices to ensure that all disks are functioning correctly and data is safe.

Alerts and Reporting

It's important you're always up-to-date on the condition of your systems. At the start of each day we can send you consolidated reports summarizing the status of all your monitored systems. When any new problem is discovered by our monitoring agent we'll instantly alert you via email allowing you to easily create a support ticket.

- Instant Alerts – sent when a problem is discovered to our Support Team and your designated contact showing the cause of the problem, resulting in a rapid and accurate response. Each alert is categorized by RDS Support as Critical or Non-Critical.
- Daily Health Reports - provides a one-page summary showing the state of your monitored systems. You'll be assured that we're checking your systems each and every morning.
- Weekly Health Reports - summarizes each day's Health Checks into one easy-to-read health analysis report and delivers it once a week revealing developing issues.
- Monthly Client Reports - comprehensive reports showing trends and highlight issues experienced during the month, provides details about outages and full color graphs. Together, we can address these issues and improve your systems' availability.

MANAGED REMOTE MONITORING

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How Discovered Problems are Resolved?
It's important to you and RDS that your systems are operating in peak condition and functioning correctly. Our goal with Remote Monitoring is to discover developing issues while they are minor issues, preventing down time in your office.

Critical Alert: A system support repair event will be created by our Support Team from the Critical Event report generated by RDS Remote Monitoring. RDS will then proceed with fixing the problem. Your designated contact will be notified of the event and repair. In the event the repair may disrupt your operations, it will be repaired after hours, if the repair can't wait for after hours, RDS will call to report the issue.
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Non-Critical Alert: Non-Critical issues will not be immediately repaired. Your designated contact will be notified via email, or phone to notify you as agreed for these fixes. RDS will normally plan these fixes in batches to minimize time and cost.
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Systems Repairs: Repairs are not included in the RDS Remote Monitoring monthly fees. Any repairs performed will be invoiced at our current Services hourly rate. Our agreement with you will identify repairs which are preauthorized and those you decide to authorize.

MANAGED PATCHS / UPDATES

Patch Management (Windows Updates) plays a major part in your defense against internal and external threats to your business. In addition some business software and web sites expect your PC is up to date for your access and use of their systems/services.

It's a fact that a major risk to business security comes through unpatched software, whether it's the operating system itself or the applications installed on it. It is very common for the most critical security and application updates to go uninstalled for extended periods of time, or not installed at all. Any given week there are a number of new security updates and patches for your Windows Operating System and applications from, Microsoft, Adobe, Apple, Google, Java, Firefox and others that need to be installed. Many businesses simply lack the resources to address this huge, time consuming issue.

Includes all the features and protection of these packages

- Anywhere Remote Access
- Managed Antivirus Protection
- Daily Health and Safety Checks
- Around-the-Clock Critical Systems Monitoring
- Alerts and Reporting of issues

RDS takes patch management seriously and can ensure our systems are as up to date as possible and remain protected, no matter what changes occur in your environment.   This and the other Remote Systems Services does require your PCs to be on at night for our access to your system

Benefits

• Through our Remote Monitoring System RDS Support is alerted to your missing patches, updates and vulnerabilities.

• Servers are scheduled for weekly reviews and updates of missing patches and updates. We'll deploy required patches and updates weekly via our automated system and by hands on remote service after-hours to minimize disruption to your users and business.

• For workstations we will schedule weekly reviews of missing patches and updates. Automated Windows patches and updates occur after your business hours. Any required hands on updates (non-critical) will be implemented monthly.

In the event they have to be installed during business hours, (only Microsoft updates are automated) RDS Support will contact you to schedule a convenient time for deployment of missing patches and updates as arranged.