

Managed Network Services

What are you waiting for?

Genesis Systems Consulting, Inc. is a leading managed service provider of network, applications and services with expertise in voice, data, wireless, video, and Voice over IP (VoIP). We assess, design, build, deploy, and manage networks. Our network support capabilities range from simple IT moves, to Call Center application management to remote network performance management. All these capabilities assure that your networks operate at optimal performance with maximum cost-efficiency.

Focus on Revenue while we cap the expenses

Today, IT managers at companies, both large and small, are increasingly overwhelmed trying to implement and maintain a complex environment of voice and data networks that must support multiple applications often spread over multiple locations in the U.S. and even abroad. Many IT environments are multi-vendor, multi-protocol, and multi-provider. Managing multiple service agreements and pricing plans can be cumbersome. To add to this complexity, user volumes and traffic are increasing as new applications emerge and deployed.

Maintaining the level of expertise and tools in-house to meet the challenge of managing the IT infrastructure adds costs and defocuses valuable resources that could be directed at a company's core business, particularly in small and growing businesses.

Genesis's managed service helps you control the largest single cost of business technology - the



hidden costs of lost time and productivity due to technical problems. You get all the benefits of having a fully staffed IT department at hand for a tiny fraction to physically hire an in-house team. Further, we are at your service 24x7x365. You have just one number to call, no matter what the problem is.

The Offering

You have a choice to select from our diversified packages that help control costs while still providing solutions to the network and computer problems that plague you most often. Our services are proactive; we anticipate and correct many problems before they occur. We remotely monitor 5000+ aspects of every system's performance, round the clock, including security issues.

We provide world class services backed by the stability and knowledge of a pool of technical experts. Your business will receive computer, network and IT infrastructure care from a team of technology management professionals - all for a Flat, Predictable Monthly fee.

Our clients range from small businesses and non-profit agencies to large companies including government offices. Give us a call today and see how we can help your organization simplify IT management and liberate you to focus on your core business.

Putting the onus of productivity back into IT.

Recent technological innovations have driven companies of all sizes to outsource their IT infrastructure in order to focus on their core

business. Small and medium businesses (SMB) are interested in outsourcing because of the inherent complexity of technology. Large enterprises choose outsourcing as a cost-reduction effort and to focus on strategic IT issues. This outsourcing trend has enabled service providers to offer enterprise-class services to their customers - thus relieving them of the financial and resource burdens associated with full-time IT infrastructure management.

The major challenge today is to identify an IT Service Partner providing you value-conscious services efficiently. You need an IT Service Partner that has full-services portfolio and sets out clear service Level Agreement (SLA) and has technology advantage over others - organizations using state of art technology to serve your needs and derive dual benefits. You expect the IT Service Partner to be staffed with high skilled manpower and have the muscle power to train and retain such staff over long time frames. Managed Service Provider that operates with industry best practices and has tight process layer compiling industry standards would be preferred over others.

Further, you would expect your MSP to offer a Pay-as-you-go model with no capital outlay; Caters to your quick start requirements and adheres to SLA based service delivery. You want to do away with purchase of expensive framework tools and go through the subsequent headache of installation and integration of these tools into your infrastructure. Ultimately you would like to trust your money on some one who offers a managed service that complies with your enterprise security policy as able to share services data with you transparently.

And we are here, Genesis Systems Consulting, Inc., fulfilling all your expectations. Trust our words and try us.

Available Service Level Agreement objectives

Service Objectives

- 30 minute remote response time for critical server or network issues¹
- 90 minute remote response time for critical desktop issues¹

Deliverable Objectives

- Monthly backup status report²
- Monthly patch status report²
- Monthly anti-virus desktop/server status report²
- Monthly spyware desktop status report²
- Monthly software licensing metering report²
- Monthly server health status report²
- Monthly desktop maintenance report²
- Review and recommendations of monthly activity²

Licensing Objectives

- Anti-Virus license and renewals for covered Windows desktops and servers
- Spyware license and renewals for covered Windows desktops

¹ Designated and backup contacts must remain current throughout this agreement

² Bronze & Silver Level subscriptions excluded

Available Server and Network Services

| Server Services |
|--|
| Anti-virus Software License per managed server (includes renewals) |
| Exchange Anti-Virus Software License (if applicable/includes renewals) |
| Anti-virus monitoring and management |
| Daily backup verification and remediation |
| Basic server maintenance |
| Basic hardware monitoring |
| Service pack and hot fix administration |
| Event log monitoring |
| Windows Server service monitoring |
| Application Service availability monitoring ⁴ |
| Monthly summary and planning report |
| 13x5 Server monitoring |
| 13x5 remote server support |
| 24x7 Server monitoring |
| 24x7 remote server support (Dedicated 1-800 #) |
| Network Services |
| Device availability |
| Response time |
| Device management and administration (If applicable) |
| Intrusion and Security activity reports ⁵ |
| Web access activity reports ⁵ |

⁴ Review attached Monitoring policies

⁵ If device is capable and equipped

Available Desktop and Optional Services

| Desktop Services |
|--|
| Anti-Virus Software License (includes renewals) |
| Spyware Software License (includes renewals) |
| Anti-virus monitoring and management |
| Security patch management and installation |
| Spyware detection and removal |
| Temporary file deletion and desktop maintenance |
| Monthly summary and planning report |
| 13x5 remote desktop support |
| PC backup and monitoring of backup ⁶ |
| 24x7 remote desktop support (Dedicated 1-800 #) ⁷ |
| Additional Optional Services |
| DNS Monitoring and administration (per domain name/month) |
| Real-time E-mail Blacklist Monitoring (per IP/month) |

⁶ If desktops are equipped

⁷ Platinum subscriptions must be selected for both Servers and devices

Default Policies for Application Monitoring

- BlackBerry MDS Connection Service
- Adaptec I/O Manager Server
- Adaptec RAID Event Logging Service
- Adaptec RAID Remote Services Agent
- Adaptec Storage Manager Notifier
- AdaptecStorageManagerAgent
- APC PBE Agent
- APC PBE Server
- Automatic Updates
- AVG E-mail Scanner
- AVG7 Alert Manager Server
- AVG7 Remote Support Service (AvgAgent)
- AVG7 TCP Server
- AVG7 Update Service
- Background Intelligent Transfer Service
- Backup Exec 8.x Alert Server
- Backup Exec 8.x Notification Server
- Backup Exec Agent Browser
- Backup Exec Device & Media Service
- Backup Exec Job Engine
- Backup Exec Naming Service
- Backup Exec Oracle Agent
- Backup Exec Remote Agent for Windows NT/2000
- Backup Exec Server
- BackupAssist
- BackupAssist Monitor
- BlackBerry Alert
- BlackBerry Attachment Service
- BlackBerry Controller
- BlackBerry Database Consistency Service
- BlackBerry Dispatcher
- BlackBerry Mobile Data Service
- BlackBerry Policy Service
- BlackBerry Router
- BlackBerry Synchronization Service
- CA BrightStor Backup Agent RPC Server
- CIO Array Management Service 4.01
- CIO Event Notifier
- Citrix Licensing Service
- MetaFrame COM Server
- Independent Management Architecture Client Network
- Citrix XML Service
- Encryption Service
- Citrix SMA Service
- Citrix Virtual Memory Optimization
- Citrix WMI Service
- Citrix XTE Server
- CitrixLicensing
- Dell OpenManage Server Agent
- Dell OpenManage Server Agent Event Monitor
- DHCP Client
- DHCP Server
- Directory Synchronization Service
- Disk Management Service
- Distributed Transaction Coordinator
- DNS Client
- DNS Server
- eTFWService
- eTrust Antivirus Admin Server
- eTrust Antivirus Job Server
- eTrust Antivirus Realtime Server
- eTrust Antivirus RPC Server
- eTrust Common Services (Transport)
- eTrust Common Services Log Daemon
- eTrust SCM Central Reporter
- eTrust SCM for HTTP
- eTrust SCM for SMTP
- eTrust SCM Quarantine Manager
- eTrust SCM Quarantine Manager
- Event Log
- FTP Publishing Service
- HighPoint RAID Management Service
- HP Insight Diagnostics
- HP Insight Event Notifier
- HP Insight Event Notifier
- HP Insight Foundation Agent
- HP ProCurve Datastore
- HP ProLiant Remote Monitor Service
- HP ProLiant System Shutdown Service
- HP Version Control Repository Manager
- IIS Admin Service
- Intel(R) Matrix Storage Event Monitor
- Liebert MultiLink
- LiveUpdate
- Logical Disk Manager
- McAfee Alert Manager
- McAfee Framework Service
- McAfee GroupShield
- McAfee Log Service
- McAfee Managed Services Agent
- McAfee Outbreak Manager
- Message Queuing
- Microsoft Active Directory Connector
- Microsoft Connector for POP3 Mailboxes
- Microsoft Exchange Directory
- Microsoft Exchange Event Service
- Microsoft Exchange IMAP4
- Microsoft Exchange Information Store

Microsoft Exchange Internet Mail Service
Microsoft Exchange Management
Microsoft Exchange Message Transfer Agent
Microsoft Exchange Routing Engine
Microsoft Exchange Site Replication Service
Microsoft Exchange System Attendant
MSSQL\$BKUPEXEC
MSSQL\$SOPHOS
MSSQLServer
NetRAID
Network Associates McShield
Network Associates Task Manager
Network News Transfer Protocol (NNTP)
Norton AntiVirus Server
OfficeScan Master Service
OfficeScanNT Listener
OfficeScanNT Personal Firewall
OfficeScanNT RealTime Scan
Persistent Storage Manager Service
PowerAlert Server
PowerAlert UPS Engine
PowerChute Network Shutdown
Print Spooler
Promise Array Message Agent
RAID Storage Manager Agent
RAID_SERVER
REG_SERVER
Remote Access Server
Remote Registry
ScanMail_MailAction
ScanMail_Monitor
ScanMail_RealTimeScan
Serv-U FTP Server
Simple Mail Transfer Protocol (SMTP)
Sophos Agent
Sophos Anti-Virus
Sophos Anti-Virus status reporter
Sophos AutoUpdate Agent
SQLAgent\$BKUPEXEC
SQLServerAgent
Symantec AntiVirus
Symantec AntiVirus Client
Symantec AntiVirus Definition Watcher
Symantec Central Quarantine
Symantec DefWatch
Symantec Event Manager
Symantec Mail Security for Microsoft Exchange
Symantec Mail Security for SMTP
Symantec Password Validation
Symantec Quarantine Agent
Symantec Quarantine Scanner
Symantec Settings Manager

Task Scheduler
Terminal Services
Uni RPC Service
Uninterruptible Power Supply
Windows Internet Name Service (WINS)
World Wide Web Publishing Service
Simple Mail Transfer Protocol (SMTP)
Microsoft Exchange POP3

Custom Application Monitoring

We can monitor any one or combination of the following for Windows Servers:

Ping
Port
Process
Service
Event IDs*

*Event Log error information is collected then analyzed by our Back Office