

Losing sight of your technology?
(and the budget it takes to manage?)

See the forest AND the trees with comprehensive, customizable, 24/7 monitoring & reporting. And remote management of your business technology to boot.

ANTI-SPAM

SECURITY

SPYWARE

BACKUPS

DOCUMENTATION

SUPPORT

PATCHES

BEST PRACTICES

Do what you do.

If you're like many businesses, you are devoting too much of your time maintaining your systems and networks. WatchTower will let you get back to doing the things that make you profitable.

Proactive Measures.

WatchTower Managed Services monitors your network continually and will be able to spot potential IT issues before they become four-alarm fires. Proactive services include monitoring (with reporting), patch and service pack installation, end point security for desktops and servers, spyware monitoring and removal, and daily server backups. You might even call this automated stress relief.

No Surprises.

With your technology pro-actively managed, you will be able to eliminate many common emergency situations, allowing for a more predictable IT budget and reduced risk of unproductive downtimes.

Your IT team.

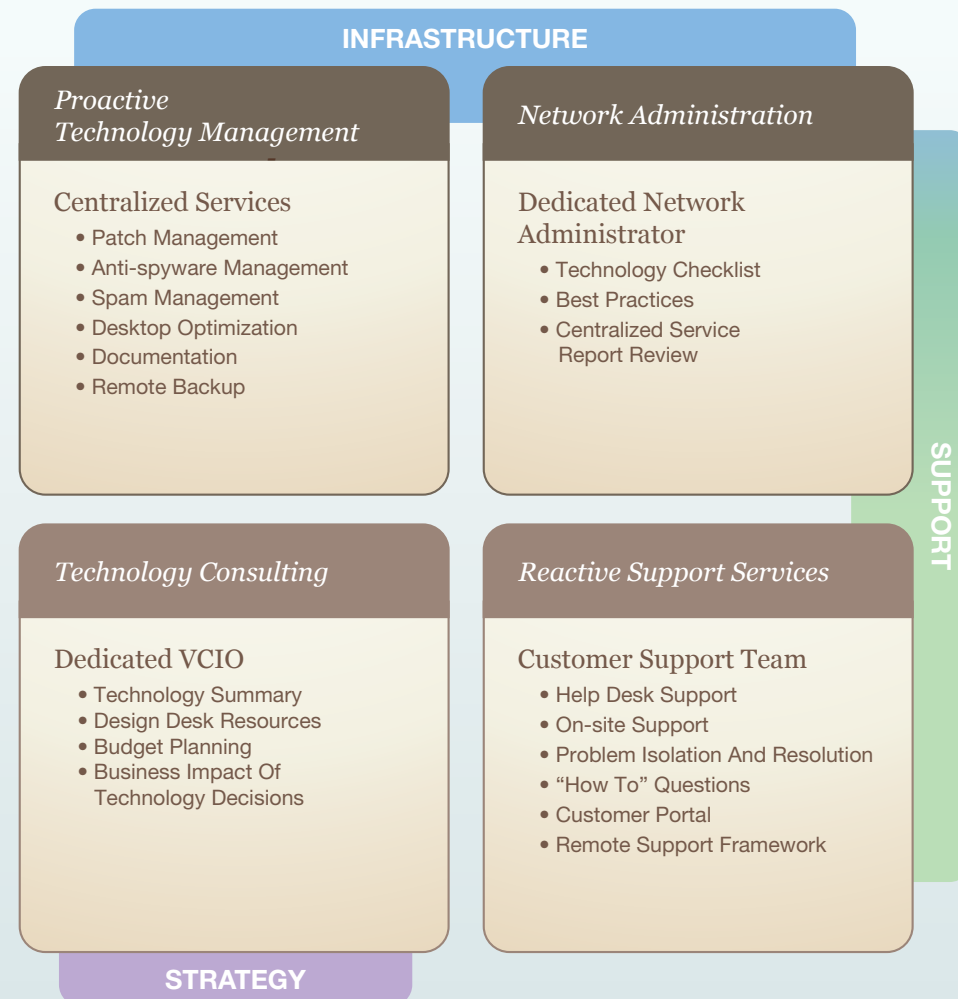
Whether you need an entire IT department, or you would like to simply augment your existing staff's capabilities, WatchTower Managed Services will blend with your company's technical or non-technical staff while keeping your goals and best interests in mind.

WatchTower Managed Services provide advantages over traditional “reactive” service models no matter what size company you are. See the approach to the system in the four panel graphic below, as well as our convenient plans on the following pages.

With WatchTower Managed Services on patrol, you can focus less on your tools and more on your business.

Some of the Benefits

- Flat monthly fee
- 24/7 monitoring & alerts
- Auto patching & backups
- Reporting, Virtual CIO
- Proactive virus & spyware protection
- Backup & disaster recovery plans
- Phone & on-site support



Services & Coverage Plans

| | | scout | sentinel | watchman | ranger |
|---|---|-------------------------------------|-------------------------------------|-------------------------------|---------------------|
| INFRASTRUCTURE | 24-7 Remote monitoring | ✓ | ✓ | ✓ | ✓ |
| | 24-7 Monitoring emails | ✓ | ✓ | ✓ | ✓ |
| | 24-7 Monitoring phone calls | flat monthly fee | flat monthly fee | ✓ | ✓ |
| | End point security | flat monthly fee | ✓ | ✓ | ✓ |
| | Patch & service pack mgmt | flat monthly fee | ✓ | ✓ | ✓ |
| | Ongoing asset management | flat monthly fee | ✓ | ✓ | ✓ |
| | Spyware monitoring & removal | flat monthly fee ¹ | flat monthly fee | ✓ | ✓ |
| | Daily server backups | flat monthly fee ² | flat monthly fee ² | ✓ | ✓ |
| | Software upgrades (general) | discounted hourly rate | discounted hourly rate | ✓ | ✓ |
| | Line of business application package | discounted hourly rate | discounted hourly rate | flat monthly fee | flat monthly fee |
| | Storage server provided & installed (up to 2TB) | custom pricing | custom pricing | ✓ | ✓ |
| | > 2TB server storage | custom pricing | custom pricing | custom pricing | custom pricing |
| | Ongoing IT policy enforcement bundle | flat monthly fee | ✓ | ✓ | ✓ |
| Vendor liaison | discounted hourly rate | discounted hourly rate | ✓ | ✓ | |
| SUPPORT | Service Desk access | ✓ (2 contacts) | ✓ (2 contacts) | ✓ (3 contacts) | ✓ (4 contacts) |
| | Phone/remote support time <i>included</i> | 10 ³ | 20 ³ | <i>unlimited</i> | <i>unlimited</i> |
| | On-site support time <i>included</i> | - | - | 30 ³ | 60 ³ |
| | Virus removal and cleaning | discounted hourly rate | discounted hourly rate | ✓ ⁴ | ✓ ⁴ |
| | Warranty hardware breakdown revival | discounted hourly rate | discounted hourly rate | ✓ ⁴ | ✓ ⁴ |
| | Non-warranty hardware revival | discounted hourly rate ⁵ | discounted hourly rate ⁵ | ✓ ^{4,5} | ✓ ^{4,5} |
| | On-site server recovery-complete disaster | discounted hourly rate | discounted hourly rate | ✓ ⁴ | ✓ |
| | Remote server recovery-complete disaster | discounted hourly rate | discounted hourly rate | ✓ ⁴ | ✓ |
| Site printer maintenance, as needed | discounted hourly rate ⁵ | discounted hourly rate ⁵ | ✓ ^{4,5} | ✓ ^{4,5} | |
| Network device management, as needed ⁵ | discounted hourly rate ⁵ | flat monthly fee ⁵ | flat monthly fee ⁵ | flat monthly fee ⁵ | |
| STRATEGY | Quarterly Executive Bus. Reviews (EBR) | ✓ (email) | ✓ (email) | ✓ (web review) | ✓ (on site review) |
| | Monthly Operation Report (MOR) | ✓ (email) | ✓ (email) | ✓ (web review) | ✓ (on site review) |
| | Annual on-site Executive Bus. Review (EBR) | ✓ (on site meeting) | ✓ (on site meeting) | ✓ (on site meeting) | ✓ (on site meeting) |