



## IntraWATCH - Service Program Overview

### Our Eyes on Your Network

The IntraWATCH Service Program will reduce system down-time by dramatically shortening the time from failure to resolutions.

At IntraSource, we monitor the availability of your critical services through our BusinessNET Managed Service Program, and at the first sign of trouble, immediately notify you of the issue and can begin the remediation process - diagnosing and resolving problems on your network with incredible speed!

#### BusinessNET Network Management Console



Through our state-of-the-art monitoring system, we collect and analyze performance and event data. We are able to monitor your IT system and help you attain a higher level of network availability. We can also work on your network remotely, saving valuable time and money for you.

### Features:

- Availability monitoring for critical systems (Memory, Disk Space, Email, Backup Jobs, etc.)
- Performance Monitoring & Management (CPU, Memory, DiskSpace, Backup Job, etc.)
- 2 hours of emergency service per month
- Discounted rate for additional emergency on-site and remote support

IntraSource's Managed Service Program reduces the amount of IT issues that can interrupt your business.

### Benefits:

- ✓ Increased incident avoidance and uptime
- ✓ Reduced "mean time to resolution"
- ✓ Priority response for IntraWATCH customers
- ✓ Greater efficiency via remote network access

### An IT Partner, not simply a vendor

Like all businesses, you depend on your network to perform at its peak. How often have you wanted to send an email only to find that the server was slow or even down? What would happen if the system crashed and you were unable to work in your business-critical applications?

In today's environment, you can't afford to be left without crucial communication and information tools. A partnership with IntraSource backed by our IntraWATCH service program helps keep your business running by:

- Monitoring the critical health status of devices and applications
- Remotely diagnosing and resolving problems before sending someone onsite

*"IntraSource's IntraWATCH program has provided on-going monitoring and support of our firm's network for many years. This has reduced down-time significantly, saving us time and money we could better allocate to building our practice."*

- Richard Johnson, Johnson & Repasky PLLC

### Ask about our other services:

- Email Content Security Scanning Service
- Security & Storage Management
- Backup Management / Data Integrity
- Disaster recovery & Business Continuity
- Outsourced CIO consulting services

**Don't waste another minute  
fighting network issues!**

## BusinessNET Managed Service Program - Proactive Network Monitoring Services -

<b>Program Summary:</b>	<b>IntraWATCH</b> is an entry level program designed for customers with a relatively low dependance on Information Technology.
<b>Typical Customer Profile</b>	
<b>#Critical Applications:</b>	<input type="checkbox"/> Internet On-Line Access <input type="checkbox"/> Email Communications <input type="checkbox"/> Minimal security concerns
<b>Cost of Down-time:</b>	<b>Low</b>

### IntraWATCH Program Service Details

Service Categories	Features
<b>Network System Monitoring</b>	
<b>Systems Availability Monitoring</b> <ul style="list-style-type: none"> <li>&gt; Servers, Routers, Firewall, Email System, SQL, etc.</li> <li>&gt; Real-time Monitoring of Critical System Alerts &amp; Errors; (CPU, Memory, Disk Space, Backup, etc.)</li> </ul> <b>Performance Monitoring &amp; Management</b> <ul style="list-style-type: none"> <li>&gt; System Utilization &amp; Reliability Status (CPU, Memory, Disk Space, Backup Job, etc.)</li> <li>&gt; Proactive System Management</li> <li>&gt; O/S Patch Levels / Recommended Updates</li> </ul>	Includes: <ul style="list-style-type: none"> <li>• Up to 5 Key Network Elements (Devices/Applications)</li> <li>• Network Availability &amp; Performance Reports</li> <li>• CIO Management Reviews</li> <li>• Additional Network Devices/Applications Avail</li> </ul>
<b>Network Support Services</b>	
Remote Phone/On-Line Support <sup>1</sup> <ul style="list-style-type: none"> <li>&gt; Emergency Problem Resolution Only</li> </ul>	Up to 2 Emergency Remote Service Incidents Per Month (Not to exceed 2 Hrs)
Additional Support; (Remote & On-Site Services) <ul style="list-style-type: none"> <li>&gt; Scheduled &amp; Emergency Support</li> <li>&gt; Advanced Project Services</li> </ul>	<i>10% Disc off Std Bill Rates</i>  <i>(20% for Prepaid Hrs Blocks)</i>
<b>IntraSCAN-Email Content Security Scanning</b>	<b>OPTIONAL SERVICE</b>
<b>Hours of Operations</b>	<b>Priority Response</b>
Standard Business Hours	Monday-Friday (8am-6pm)
After Hours (Time-and-a-half) <sup>2</sup>	Monday-Friday (6pm-11pm) & Saturday (8am-5pm)
Overnight (Double Time) <sup>2</sup>	Monday-Friday (11pm-8am) & Sat-Sun (5pm-8am)

1. Response times during standard business hours.
2. As a multiplier of the hourly base-rate

*(See service agreement for program details)*