



Managed Services



Remote Management Services (RMS)

DESCRIPTION:

Remote Management Service (RMS) is Synergy's finger, on the pulse of your network, providing you with the peace of mind that your network is under the watchful eye and care of Synergy support engineers. RMS uses powerful software to provide Synergy with the tools to effectively manage and monitor your network and to alert when problems occur on your network.

RMS provides Synergy Engineers the access and tools necessary to resolve problems remotely and, if necessary, intelligently dispatch field engineers on-site.

The power of the Synergy RMS solution is our ability to provide real-time management and monitoring with real-time response for client critical systems. From the client, through servers and infrastructure (even the internet), to the edge of applications, Synergy provides the most complete management services.

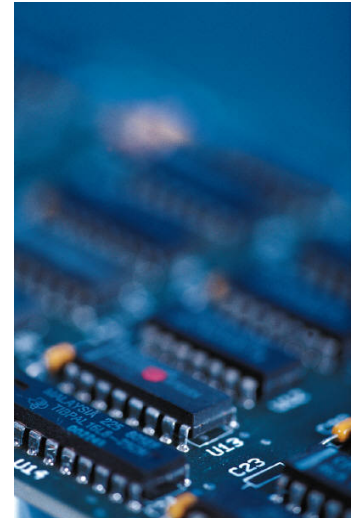
There are optional packages for RMS, which are designed to meet specific customer needs. Each of the detailed options requires the purchase of the base RMS package.

BASE RMS

- 7X24 Monitoring
- 7X24 Alert Responses – based on agreed upon alert procedures
- Monthly Outage & Performance Reports
- SNMP monitoring
- Storage of Switch / Router / Firewall configurations where equipment SA contracts are entered into.
- Trends Analysis

Synergy will install a central management station (s) and configure thresholds and other adjustments to provide the following services:

- Manage and monitor critical network operating parameters
- Manage and monitor file server and network device performance
- Prevent failure of business-critical systems
- Identify and predict component failures
- Monitor infrastructure equipment
- Remotely resolve problems
- Quickly recover from failures.



REMOTE ADMINISTRATION – STANDARD OPTION

Under a Remote Administrative Support Services agreement Synergy's Technical Support Group (TSG) will remotely access customer network devices, file servers and end-user desktops. In order to facilitate complete remote network administration. Our cost efficient solution enables support personnel to shadow client workstations providing instant support just as if we were there in person.



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Service (888) 999-6927

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This remote administration support services will provide:

- Outsourcing of daily network administrative tasks, adds, moves and changes for Windows 2000/2003, Netware, Exchange and Citrix
- Monitoring of daily tape backup jobs
- Monitoring Network performance
- Quarterly performance review, teleconference with customers management

PREREQUISITE:

RMS appliance will be installed into the customer's network.

BENEFITS:

Customer does not have to concern themselves with the expense of internal staff to perform the administrative functions and technical training / expertise to perform the administrative tasks. Simple to budget expense for Remote Administration support.

REMOTE ADMINISTRATION-IP TELEPHONY OPTION

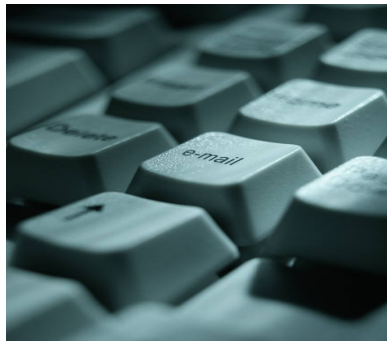
The Remote Administration – IP Telephony option allows the Synergy Technical Support Group (TSG) to remotely access customer Cisco IP Telephony equipment to perform all Cisco IP Telephony related administration tasks.

KNOWLEDGE BASE:

Synergy will maintain a client specific knowledge base which will enhance our ability to provide value by resolving more calls at first point of contact.

INVENTORY AND ASSET MANAGEMENT OPTION

- Automated collection of hardware and software inventory information.
- Access to database for addition of customer-specific asset information.
- Reporting Tools



PROACTIVE INCIDENT MANAGEMENT:

With Synergy's 7X24 Solution Center, an RMS contract and Desk Side Support contract you will have a complete proactive support model. Synergy will monitor your network around the clock and if a device goes down no matter what time we will come out and resolve the problem reducing / eliminating customer impact.

ASSUMPTIONS:

- Customer will provide a network topology and internal / external IP addresses scheme for their network.
- No network administration is provided
- No adds, moves changes will be provided
- Core applications, Microsoft, Novell, Citrix and Cisco.
- Remote Managed Services do not include Patch and Vulnerability management services.

Large enough to deliver... Small enough to care



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