

## IT Consulting

### Why do you need an Technology Partner?

Being a small business owner or a Mid Market company, information technology plays a critical role in helping your business succeed. First we must identify the "what" factor, which is a simple question of, what do you need, IT consultants or staff to make the most of the technology and aid your business? The answer depends on many factors, including type of business, budget, business and technology challenges and what you need in the way of a solution.

Consider a SCN Solutions consulting partnership - we address all major IT issues such as compliance, data integrity, Microsoft products, Exchange upgrades or migrations, Active Directory, Windows and SQL.

### A support focus

You may already have a singular staff or a group of IT personnel on payroll. If you have IT specialists, we can work in conjunction with their efforts. We help to offset the simple yet tedious task of data archival, software patches, end user support which are routine and time-intensive duties, so your staff can focus on the daily operation. If you don't have IT specialists, we can offer a cost-effective alternative to hiring full-time staff.

### Applying best practices

The continuity of your business should be paramount. Network security and data backups should not be left as a "when I get to it" task, or your company's "to-do" list in spare time. You could be putting your business at risk in the event of a disaster or audit. What happens if the computer crashes, virus infections that Norton or MacAfee cannot fix, or the external hard that stores all you data fails? All these are single points of failure which cost more to retrieve than it is to protect. The same can be true if the documentation on your IT procedures is sketchy, making it difficult to reproduce the procedures or to troubleshoot. SCN Solutions, will install industry-recognized best practices so your business is protected.

### Keeping up to date on technology

Most IT specialists have little time to explore technology and related applications beyond what is installed in their organization. As a solutions provider to several clients, we have to stay abreast with the changing market and the different technologies available.

### Finding the best solution

Our goal is to provide our customers with a tailored solution for the long term. We couldn't do this if we could only offer one particular vendor or solution. We partner with the world's leading technology suppliers, so there's always a resource for creating what each customer needs. From a generalized picture down to the details of the nuts and bolts, we can provide the solutions and possibilities as your business evolves.

### :: Technology Highlights

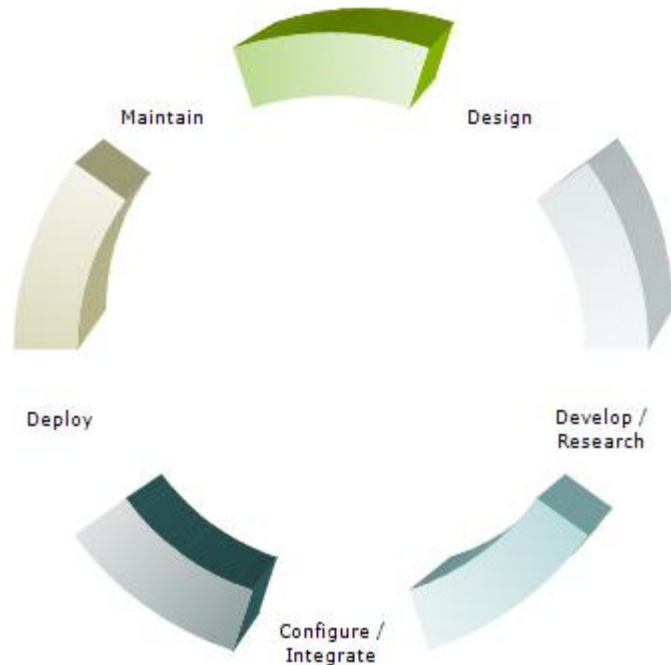
- >> Software: Microsoft, VMware, RIM
- >> Hardware: Dell, HP, Cisco, SUN
- >> Applications: Symantec, Great Plains, Intuit
- >> Web Development: HTML, LAMP, Ajax ,XML

## IT Consulting

### How we work

SCN Solutions has been doing business for 7 years. We have gained IT experience and knowledge through working with a vast array of technology, and businesses of all sizes. Here we discuss the “how” factor. How refers to how we work and how we see ourselves supporting your business. From our expertise and industry research “REAL LIVE EXPERIENCES”, we have developed standard practices which we use for every project.

Understanding your business from the inside out is a key step in the right direction. We want to know how your business works, and what technology does in order to make your daily tasks function seamlessly. How do you keep track of records? How do you communicate with vendors, customers and your own internal staff?



These practices are based on an understanding that the most effective IT solutions are those that help customers enhance their business, not restrict it. The latest and greatest IT solution may not be the best choice for a business that is unprepared for the changes that come with it. The cure should not be more painful than the disease. We must design an IT strategy that takes into account where a business is and where it can go realistically.

By the same token, there are times when a customer needs to modernize, to take advantage of technology that's become a requirement in today's market. Whether we recommend a "spring cleaning," or a step-by-step approach to modernization, we do so with awareness of the challenges each business faces

### 1. Auditing

Most customers and businesses are computer savvy in that they are familiar how to use a computer, but are unaware of its setup. So they usually don't have a network diagram, knowing what hardware/software they own, what licenses they have, which licenses have expired, what kind of website service they have and when it expires—the list goes on. So we start with an audit. We meet with the customer and assess the scope of the work, the environment, the challenges—common sense, right?

## IT Consulting

How we work cont.

So what makes our IT consulting service different? To start, we listen to our customers. We discover what they want in the way of a solution, as well as what they want from their IT consultant.

An SCN Solutions audit creates a complete review of a customer's network and operations environment, including:

- \* Network Elements – locations, hardware types, environmental issues, connectivity
- \* Documentation – network layout, application documentation, wiring, licensing, disaster recovery
- \* Network Redundancy – points of failure, recovery plan, backups, RAID configurations
- \* Support Contracts – repair turn-around-time, contact numbers and support "contract us" policies
- \* Operations – processes, problem resolution methods, network management, staff, training needs
- \* Network Security – Security analysis, PCs, firewalls, routers, VPNs, password and account polices.

>> Network Infrastructure Solutions

>> Web Development Solutions

**Microsoft**  
GOLD CERTIFIED  
Partner

**CISCO**

**DELL**

**LAMP**  
Linux Apache MySQL PHP,Perl,Python

## 2. Recommendation

After reviewing all the factors, including customer requirements, we recommend the best course of action.

## 3. Implementation

Some IT consultants are more "business" than "technical." SCN Solutions consultants are tech experts with practical business experience, committed to making IT an integral part of your workplace. And we have the firsthand knowledge to build a dynamic IT foundation for you to succeed with.

Network Support

Network support and SLA's?

Our group of support technicians and IT professionals provide round the clock dedicated, reliable service to you and your organization. Whether your situation calls for emergency 24x7 support, monthly or weekly on-site maintenance, even individual by the hour service visits just some help over the phone or remotely, **call or email us today** to learn what makes us different and how we are dedicated to making your office systems work for you.

All support can be provided on an hourly basis or under an SLA., or Service Level Agreements, reserve a set number of hours per month for SCN Solutions engineers to come on-site and perform tasks you specify in our agreement. The following is a list of a few of the services SCN Solutions technicians will provide.

⚡ SLA: Service Level Agreements

SCN Solutions will provide you with the best support solution depending on your needs. Our technicians troubleshoot network, desktop, website, e-mail issues and more by:

- Phone Support
- Remote VPN Support
- Remote Desktop Support
- On-Site Support
- 24/7 Support Options

- Equipment Maintenance Service
- Assistance with Software, including:
  - Installation
  - Configuration
  - Upgrades
  - Data Transfer/Conversion
- Telephone System Assistance
- Training on Hardware, Software, Networks
- Relocation of Equipment/Cabling
- System and Network Management
- Equipment Upgrades
- Requirements Analysis
- Preventative Maintenance
- Warranty Support
- Antivirus Configuration and/or Removal
- Security Patch Installations
- Service and Support Contracts (SLA)
- 24x7 Support
- Onsite Support
- Remote VPN Support
- E-mail Hosting Support
- Website Hosting, Website Transfer and Co-Location Support

- Antivirus Protection
- Spyware Protection
- Wireless Networks
- Server Management and Implementation
- Application Support
- Hardware Upgrades and Installation
- Software Upgrades and Installation
- Windows Updates (Server and Workstation)
- Network Diagnostics
- Network Troubleshooting
- Network Security, Firewall Protection and Perimeter Security

## Network Support

### Network support and SLA's?

SCN Solutions provides four Service Level Agreements to small and mid-market business. Each provides a different level of service in regards to, type of support, medium used for support, and service response times. The SCN Solutions Support Team understands that your mission critical business applications and infrastructure can't afford long downtimes. Most issues that businesses encounter on a day to day basis may not need the type of rapid response some organization do. However, when your financial application server goes down on the day your HR department submits payroll, or in the case of an online business with a downed credit card processing application – you need help and fast; because in IT more than anything time is money.

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#### **Small Business Network Support**

This plan was designed with small business in mind. It meets the essential needs for technology integration while providing affordability for the client. The hours allocated per month are 6 hours depending on the needs tailored for client. This includes 1 onsite presence for 3 hours per month and remote administration and phone support for the remaining 3 hours. Ideal for businesses with basic support, this plan offers IT stability and reliability for any business that depends on workgroup computer(s), and the internet.

Included support hours: 6hrs

Time: Monday to Friday 9:00AM – 5:00PM

Onsite time: 3hrs

Remote time: 3hrs (within 60 mins)

**24x7 Network & Bandwidth Monitoring for 100 Devices**

Scheduled Visit (within 2 Business Days)

Emergency response (Next Business Day):\*

Remote administration & support:

Preventive maintenance, server updates:

End user support and troubleshooting:

PC Repair and installation

Patches, service packs, virus bulletins:

Development & Enterprise application updates/upgrades:

Hourly rate for additional onsite support: \$85

Hourly rate for additional remote/phone support: \$75

#### :: Support Highlights

- Additional Hour for free each month
- Remote Support within 90 minutes of call
- Emergency Response NBD, next business day

## Network Support

### Mid-Market Network Support Basic

This plan not only provides support and preventative maintenance, but also keeps the companies' IT management at the forefront of technology. Meaning, we not only provide re-active support but design a more comprehensive proactive administration and support structure. The hours allocated per month are between 15 - 25 hours depending on the needs tailored for the client. This includes routine onsite presence, remote support and 24x7 network monitoring.

Included support hours: 15 - 20hrs  
 Time: Monday to Friday 9:00AM – 5:00PM  
 Onsite time: As needed (within 15 – 20hrs)  
 Remote time: As needed (within 15 – 20hrs)  
 Email Spam Filter / and mail archive system  
 24 x7 Network & Bandwidth Monitoring for 100 Devices  
 5 Page HTML/PHP “brochure” company website w/ hosting  
 Scheduled Visit (within 2 Business Days)  
 Emergency response (Next Business Day):\*  
 Remote administration & support:  
 Preventive maintenance, server updates:  
 End user support and troubleshooting:  
 PC Repair and installation  
 Patches, service packs, virus bulletins:  
 Development & Enterprise application updates/upgrades:  
 Hourly rate for additional onsite support: \$85  
 Hourly rate for additional remote/phone support: \$75

### Support Highlights

- Additional 5 Hours for free each month
- Remote Support within 90 minutes of call
- Emergency Response within 5 hours
- Discounted additional hours rate

## Network Support

### Dedicated Network support and Web Staff

As companies grow, they are in need of constant supervision for their end users, and we understand this fact. Many of our mid-sized clients have expanded their service base and are in need of not only network support but also web service. Growing companies and organizations see the internet and web services as not only inevitable but also the next step. It is imperative to have dedicated technician(s) and web developers who can assist on a daily basis. A minimum weekly hour threshold must be met by the client. This is handled on a case by case basis and our hourly hour rate is discounted to be cost effective for a dedicated staff member

### Mid-Market Support +

Included support hours: 16hrs per week minimum + (additional 4hrs /wk free)  
 Onsite time: As needed (within 16 – 20hrs)  
 Unlimited remote/phone support: Included  
 Network & Bandwidth Monitoring for 500 Devices  
 10 Page HTML/PHP “brochure” company website w/ free hosting  
 Scheduled Visit (within 1 Business Days)  
 Emergency response (5 Hours):\*  
 Hourly rate for additional onsite support: \$62.50