

## NETWORK MANAGEMENT PLANS

Your company's infrastructure is a crucial element to its success; requiring regular care to perform at an optimal level. As your IT specialist, Kappa monitors the overall health of your network daily, ensuring your technology maintains its best condition possible. By proactively maintaining your system, Kappa's technology specialists are able to pinpoint issues before they surface, preventing your company from expensive downtime and other complications. As your business grows, Kappa will help to ensure you have the right resources in place to sustain its development.



Kappa Computer Systems LLC.  
600 S. North Lake Blvd.  
Suite 260  
Altamonte Springs, Fl 32701  
Phone: 407-331-5921  
Fax: 407-834-1363  
E-mail: Support@KappaServices.com

### NETWORK MANAGEMENT

Basic	Pro	Premium	Enterprise
-------	-----	---------	------------

#### Support

Online Case Management	✓	✓	✓	✓
Integrated Reporting	✓	✓	✓	✓
Unlimited Phone Support	✓	✓	✓	✓
Unlimited Email Support	✓	✓	✓	✓
Unlimited Remote Support	–	✓	✓	✓
Unlimited On Site Support*	–	✓	✓	✓
Priority Response	–	–	✓	✓

#### Management

ISP Liaison	✓	✓	✓	✓
ISP Management	✓	✓	✓	✓
Web Hosting Support	–	✓	✓	✓
Router Management	✓	✓	✓	✓
Firewall/Security Management	✓	✓	✓	✓
LAN Management	✓	✓	✓	✓
WLAN Management	–	✓	✓	✓
VPN Management	–	✓	✓	✓
WAN Management	–	–	✓	✓
Spam Filter Management	–	–	✓	✓
Connectivity Management	–	–	✓	✓
Unlimited Firmware Upgrades	–	–	✓	✓
Printers and Other Network Devices Management	–	–	✓	✓

#### Security

Password Administration	✓	✓	✓	✓
Backup Management and Planning	–	✓	✓	✓
Security Administration	–	✓	✓	✓
Security Patch Management	–	✓	✓	✓
Network Policy Enforcement	–	–	✓	✓

#### Asset

Asset Lifecycle Management	✓	✓	✓	✓
Asset Reporting	✓	✓	✓	✓
Asset Tracking and Management	✓	✓	✓	✓

#### Vendor Services

Vendor Purchasing Advice	✓	✓	✓	✓
Vendor Purchasing Coordination	–	✓	✓	✓
3rd Party Vendor Liaison	–	✓	✓	✓
Vendor Conflict Resolution	–	✓	✓	✓
Vendor Warranty Coordination	–	–	✓	✓
Installation of New Hardware	–	–	✓	✓
Configuration Migration on New Hardware	–	–	✓	✓

#### CTO Services

Current Technology Assessment and Review	–	✓	✓	✓
Backup Assessment and Review	–	✓	✓	✓
Hardware Lifecycle Review	–	✓	✓	✓
Assigned CTO	–	–	✓	✓
Project Research and Proposals	–	–	✓	✓
Disaster Recovery Planning	–	–	✓	✓
Technology Planning	–	–	✓	✓
Sensitive Data Review	–	–	✓	✓
External Security Review	–	–	–	✓
Business Objectives Meeting	–	–	–	✓
Scheduled CTO Calls and Reporting	–	Annual	Bi-Annual	Quarterly
Monthly CTO Time	1 hr	2 hrs	4 hrs	8 hrs

#### Add-Ons

Emergency After Hours Support	\$175	\$155	\$125	\$100
Out of Scope Work Discount	5%	10%	15%	20%