

KAPPA

COMPUTER SYSTEMS LLC
INTEGRATING YOUR BUSINESS FOR THE FUTURE

SERVER MANAGEMENT PLANS

The nucleus of your business network is without a doubt your servers. They house critical applications, databases, and email functionality. Your servers are mission critical for the overall success of your business and health of your network.

Kappa understands how vital your server environment is to the life of your business; that's why we deploy the most technologically advanced tools to help us monitor the most critical aspects of your server environment and manage the performance of your servers on-demand and in real time. Kappa will guide you through best practices for backup and disaster recovery. In the unlikely event of any unforeseen disasters, your business will be prepared to ensure business continuity and functionality while avoiding costly and unnecessary downtime.



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SERVER MANAGEMENT

Basic

Pro

Premium

Monitoring

Network Monitoring / Alerts
Drive Space Monitoring
Service Availability Monitoring
Windows Error Monitoring / Alerts
Backup Monitoring

✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓

Support

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

✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
–	✓	✓
–	✓	✓
–	✓	✓

Maintenance

UPS Monitoring and Management
Automated Desktop Optimization and Management
Automated Maintenance Processes
Printer Setting Management
User Account Administration
File Sharing Permission Administration
Microsoft Patch Management
Unlimited Software Updates
Unlimited Software Upgrades

–	✓	✓
–	✓	✓
–	✓	✓
–	✓	✓
–	✓	✓
–	✓	✓
–	✓	✓
–	✓	✓
–	–	✓

Security

Anti-Virus and Spyware Management
Automated Virus, Spyware and Adware Removal
Backup Management and Planning
Password Administration
Security Administration
Security Patch Management
Advanced Virus, Spyware and Adware Removal
Network Policy Enforcement

✓	✓	✓
✓	✓	✓
–	✓	✓
–	✓	✓
–	✓	✓
–	✓	✓
–	–	✓
–	–	✓

Software

Software Asset Management
Microsoft Application Support
3rd Party Application Support
Software Purchasing Advice
Software Purchasing Coordination
Software License Renewal Coordination

✓	✓	✓
✓	✓	✓
–	✓	✓
–	✓	✓
–	✓	✓
–	✓	✓

Hardware

Hardware Asset Management
Hardware Purchasing Advice
Hardware Purchasing Coordination
Hardware Warranty Coordination
Installation of New Hardware
Software Migration on New Hardware

✓	✓	✓
✓	✓	✓
–	✓	✓
–	–	✓
–	–	✓
–	–	✓

Add-Ons

Emergency After Hours Support	\$155	\$125	\$100
Anti-Virus, Spyware License	\$3.00	\$2.50	\$2.00
Out of Scope Work Discount	5%	10%	15%
Offsite Data Backup Discount	10%	15%	20%
Microsoft SQL or Major Database / Critical Application	–	\$200	\$200
Microsoft Exchange Maintenance & Administration	–	\$200	\$200
Microsoft Sharepoint Maintenance	–	\$50	\$50
Microsoft Terminal Services Administration	–	\$75	\$75