



ComGuardians
Offered By **MyComGuys**

Com Guardian Program

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Overview: Purpose and Objectives

The purpose of this document is to outline My Com Guys **Com Guardian**. This service is designed to dramatically reduce or eliminate computer problems in your business while maximizing your network's speed, performance, reliability and stability.

Unlike other computer consultants who profit from failures in your IT environment, our purpose is to PREVENT computer problems from escalating into unexpected downtime, data loss, interruptions in business, and financial loss. In fact, our **Com Guardian** WILL save you money and headaches!

This program is IDEAL for business owners who:

- ✓ Outsource their technology needs to increase efficiency and cost
- ✓ Need to have their computers, e-mail, and Internet and running 24/7 without preventable issues
- ✓ Don't have the time, or patience to deal with computer network maintenance
- ✓ Dislike dealing with or thinking about computer issues
- ✓ Prefer to take a Pro-Active approach to issues, rather than a reactive one
- ✓ Would like to keep certain internet sites OFF their network and PCs.
- ✓ Aren't satisfied with their current IT solution
- ✓ Have environmental concerns

The Choice is Clear

- ✓ **You will avoid expensive repairs and recovery costs.** Our network monitoring and maintenance will save you money by preventing most expensive Computer disasters from even happening in the first place.
- ✓ **You will experience faster performance, fewer difficulties, and dramatically reduce downtime.** Some parts of your system will degrade in performance over time, causing them to bog down, hang up, and possibly crash. Our preventative maintenance and network monitoring will detect these problems early and prevent them from escalating into more expensive repairs and downtime.
- ✓ **You will be taking a pro-active role.** By having a say on what websites are used and viewed in your office and on your network. You can take a huge step in keeping your IT resources and those using them safe from inappropriate materials and malware.
- ✓ **You will feel as though you have an in-house IT department.** As a network maintenance customer, you'll have access to a knowledgeable support staff that can be reached immediately, via phone or in person, should you have any kind of problems or questions. If the problem cannot be resolved via telephone, one of our technicians will be dispatched to your location.
- ✓ **You will receive substantial discounts on IT services that you are already buying.** Many IT firms will nickel and dime you over every little thing they do. Under this program, you'll pay one flat and affordable rate to get all of the technical support you need. No hidden fees, or disclaimers.
- ✓ **You will eliminate trip fees and receive faster response to your problems.** Thanks to our remote monitoring and maintenance software, we will have the ability to remotely access and repair most network problems right from our offices. This significantly reduces our response time as well as reducing vehicle emissions. If we cannot fix it remotely, we will dispatch a technician to your office to have you back on track.
- ✓ **You will safeguard your data.** The data on a hard drive is always more important than the hardware that houses it. If you rely on your computer and network for daily operations, it's time to get serious about protecting your critical, irreplaceable electronic information.
- ✓ **You will be choosing a Green initiative.** Using sophisticated remote connection software, we can dramatically reduce our carbon and pollution footprint. Fewer miles driven equal spending less on fuel, insurance and vehicle wear and tear. We pass these savings onto you, our clients and the Earth's atmosphere.



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Com Guardian Comparison

Description Plan rates are on Monthly Basis	No Plan	PROFESSIONAL	PREMIUM	ELITE
Hourly On Site Rate (8am – 5pm) 1 hour minimum After Hours ,Weekends– time and a half	Standard rate, 1 hr min	Standard rate	Discounted rate	Service Calls Free, Additional Projects Discounted rate
On-site scheduling of Technician (Non Emergency)	1-3 days	1-2 days	1 Day	Same day
Remote Support Sessions during Business hours M-F 8am-5pm	Standard rate	1 hour /Month included, then Discounted rate.	2 hours /Month included, then Discounted rate.	Included
24-7 Remote Monitoring <ul style="list-style-type: none"> ▪ Server stability and performance ▪ Notification of unusual events ▪ Daily back up monitoring 	<i>NOT Included</i>	Included	Included	Included
After Hours Remote Support M-F 5pm-12am Sat-Sun 8am-12am	<i>NOT Included</i>	<i>NOT Included</i>	<i>NOT Included</i>	Included
Network Audit and Documentation	Standard rate	Included	Included	Included
Restrict and Monitor Internet usage	<i>NOT Included</i>	Included	Included	Included
Executive Summary Monthly Report	<i>NOT Included</i>	Available Online	Available Online	Available Online
Scheduled Routine Cleaning, error check, defrag	<i>NOT Included</i>	<i>NOT Included</i>	Included	Included
Professional Antivirus and Anti Spyware Programs With Scheduled Scans	<i>NOT Included</i>	<i>NOT Included</i>	Included	Included
Essential Security and System Updates	<i>NOT Included</i>	Included	Included	Included
Regular review and planning meeting Bi Annual*	<i>NOT Included</i>	<i>NOT Included</i>	<i>NOT Included</i>	Included
Spyware and Virus monitoring	<i>NOT Included</i>	Included	Included	Included
Adding and removing users	<i>NOT Included</i>	Included	Included	Included
FREE Hardware Break/Fix PC/ Repairs**	<i>NOT Included</i>	<i>NOT Included</i>	<i>NOT Included</i>	Included
Virus and Spyware REMOVAL and cleaning(If Possible)	<i>NOT Included</i>	<i>NOT Included</i>	Remote Removal Included	Included
Image Hosts on the network on a Scheduled basis	<i>NOT Included</i>	<i>NOT Included</i>	<i>NOT Included</i>	Included
Loaner PC	<i>NOT Included</i>	<i>NOT Included</i>	<i>NOT Included</i>	Included
Vendor liaison*	Included	Included	Included	Included
Shopping and ordering warranty parts*	<i>NOT Included</i>	<i>NOT Included</i>	<i>NOT Included</i>	Included

*A routine audit can be performed at billable rate. Software includes Labor only; all hardware and software costs will be additional. Hardware may be purchased through My Com Guys. We will work with technical vendors as a liaison to ensure your needs are met. Labor invested in resolutions is billable with the exception of the ELITE plan. ELITE Plan includes upgrades to machines purchased new if it becomes obsolete. Requires 1 year paid contract. Abuse, Negligence or Acts of God (fire, flood, lightning, etc.) are not covered.

****If under 1 year contract, first 90 day coverage is limited**

Network Audit and System Documentation

Network Audit and System Documentation Includes:

(included in ALL IT Support Packages)

✓ **Initial Site Survey (Network Audit):**

A Com Guy will come on-site to create initial network documentation, as well as audit your network for potential problem areas.

In a binder and via electronic copy you will have:

- Number of Network Devices and Type with Serial Numbers
- Logical and Physical layout of your Network
- Hardware Specs: Ram, Processor, Hard drive configuration and space, etc
- Software versions, Product and License Keys and Drivers for hardware
- Do you have specific software applications companies you use
 - ✓ Identify and log the type and current version
 - ✓ The Software used and contacts for the vendors for that Software
- Phones and Telephony
 - ✓ Number and Type of Telephony equipment
 - ✓ If Phone System type and vendor Contact
 - ✓ Number of lines, analog and digital
 - ✓ Fax and device contact if needed
- Internet
 - ✓ Provider contact and account number
 - ✓ Service Contracted and bandwidth specs
 - ✓ Configuration and Public addressing
 - ✓ Document remote connection configurations and contacts for vendors connecting into the network

Benefits

- ✓ **You will have a complete serialized binder with disaster recovery outline**
- ✓ **You will never have to look for an install CD or product Key**
- ✓ **You will know Exactly what you are paying vendors for and if you are being overcharged**
- ✓ **No Com Guardian commitment required**
- ✓ **You will have Documentation to speed up Insurance claims should the need arise**

Professional Guardian

Professional Guardian Includes:

✓ **Initial Site Survey (Network Audit):**

A Com Guy will come on-site to create initial network documentation, as well as audit your network for potential problem areas including:

- Restrict and Monitor Internet usage
- System security
- Hardware Integrity
- Data back-ups
- Virus, Malware and Spyware protection
- System performance and trends
- Overall network design and layout and access
- Internet Usage Risks

✓ **Network Monitoring:**

This 24/7 network monitoring service will allow us to watch every aspect of your network to detect and report problems before they escalate into downtime, data loss, or expensive repair issues. Some of the items we monitor include:

- Server traffic and load
- Hardware integrity and reliability
- Storage space and availability
- Back-up success and failures
- Virus, Malware and Spyware detection
- Internet usage and restriction (keep employees on task and **OFF** Social/Gambling, etc. websites)

✓ **A Preferred Client Discount on Standard Technical Support Rates**

✓ **First Hour of Remote/month Support Included, then discounted rate.**

✓ **Monthly Executive Summary Reports Available Via Email**

Premium Guardian

Premium Guardian Includes:

✓ Initial Site Survey (Network Audit):

A Com Guy will come on-site to create initial network documentation, as well as audit your network for potential problem areas including:

- System security
- Data back-ups
- Spyware protection
- System performance and trends
- Internet Usage Risk Assessment
- Hardware Integrity
- Virus, Malware
- Overall network design

✓ Network Monitoring:

This 24/7 network monitoring service will allow us to watch every aspect of your network to detect and report problems before they escalate into downtime, data loss, or expensive repair issues. Some of the items we will monitor include:

- Enhanced Virus detection and Removal
- Hardware integrity and reliability
- Back-up success and failures
- Internet usage and restrictions (keep employees on task and **OFF** Social, Gambling websites, etc.)
- Server traffic and load
- Storage space monitoring

✓ Monthly Network Audit and Tune Up:

Every month a technician will conduct a thorough audit and tune up of your network to:

- Review and update available security patches
- Check status of Anti-Virus Clients
- Review hard drive space, memory, CPU utilization
- Review routers, firewalls, and switches for failure or problems
- Review and install operating system updates
- Test peripherals
- Add and remove users
- Optimize server(s)
- In-depth review of log-files

✓ First 2 Hours of Remote/month Support Included, Then discounted rate

✓ A Preferred Client Discount on Standard Technical Support Rates

✓ Essential Security and System Updates

✓ Monthly Executive Summary Reports Available Via Email

✓ Spyware Monitoring

✓ Adding and Removing Users on your network

✓ Remote Spyware Removal if possible (via working Internet connection)

Elite Guardian

Elite Guardian Includes:

✓ **Initial Site Survey (Network Audit):**

A Com Guy will come on-site to create initial network documentation, as well as audit your network for potential problem areas including:

- System security
- Data back-ups
- Spyware protection
- System performance and trends
- Internet Usage Risk Assessment
- Hardware Integrity
- Virus, Malware
- Overall network design

✓ **Network Monitoring:**

This 24/7 network monitoring service will allow us to watch every aspect of your network to detect and report problems before they escalate into downtime, data loss, or expensive repair issues. Some of the items we will monitor include:

- Enhanced Virus detection and Removal
- Hardware integrity and reliability
- Back-up success and failures
- Internet usage and restrictions (keep employees on task and **OFF** Social/Gambling, etc. websites)
- Server traffic and load
- Storage space monitoring

✓ **Regular On-Site Consultation:**

Every few months we will come on-site to perform an extensive analysis of your network's trends, security, and performance, as well as to review your company's goals and technology issues with you. This quarterly review will allow us to make specific recommendations for improving your network performance, office productivity, and help you plan and budget for future IT needs.

✓ **Monthly Network Audit and Tune Up:**

Every month a technician will conduct a thorough audit and tune up of your network to:

- Gather images of critical machines for speedy disaster Recovery
- Review and update available security patches
- Check status of Anti-Virus Clients
- Test peripherals, such as UPS and backup devices
- Review hard drive space, memory, CPU utilization
- Review network documentation and make changes as necessary
- Review routers, firewalls, and switches for failure or problems
- Optimize server for maximum performance and reliability
- Review and install operating system updates
- In-depth review of server logs for errors and potential problems
- Review internet usage trends and compliance
- Add and remove users on your network

Elite Guardian Includes: (CONT.)

✓ **FREE Break-Fix Services:**

In the RARE event your network goes down, or if you experience any type of problems, we have you covered. Our team of senior technicians will troubleshoot and resolve the issue at NO ADDITIONAL SERVICE FEE to you. You can consider this a network insurance plan. All replacement PC Parts included (hard drives, cables, motherboards, etc.) (Requires one year paid contract)

✓ **FREE Unlimited Help Desk Support:**

You and your employees can call anytime during business hours and speak to a technician about problems they are experiencing.

✓ **FREE Help Desk Support After Hours:**

Monday-Friday 5PM-12AM and Weekends from 8AM-12AM, you and your employees can call and speak to a technician about problems they are experiencing with business PCs and receive remote support.

✓ **A Preferred Client Discount** on Non-Covered Technical Support:

This includes network upgrades, special projects, or any other type of service we offer outside of this plan.

✓ **FREE Year-End Technology Review** to help you plan how to use technology to increase productivity, cut costs, gain competitive advantages, and support your company's growth.

✓ **FREE Workstation Loaner in the event of a workstation crash**

✓ **Virus Definition and Security Patch Updates**

✓ **Virus REMOVAL and Cleaning**

✓ **Monthly Executive Summary Report**

✓ **Unlimited Software Upgrades (labor charge only)**

✓ **Spyware Monitoring and Removal**

✓ **Adding and Removing Users**

✓ **Vendor Liaison Services**

Please contact us for a custom quote specifically for your business

(Depending on the size of your business, you may qualify for quantity discounts)

Hardware Maintenance on Additional Network Devices (printers, firewalls, routers, switches, scanners, etc.) quoted separately.

Frequently Asked Questions

Q: What is my commitment to the Com Guardian Package?

A: We request that clients sign up for a 12-month commitment to allow us to allocate the appropriate resources to your account. However, for first-time contracts, we will allow an initial 1-month commitment to see if this program works for you. You may also cancel this agreement at any time within the first 30 days without penalty. Some services are limited if you choose the 1-month trial.

Q: How will Internet usage and Restrictions help?

A: It will promote a healthier work environment by limiting access to certain websites. These websites can range from Gambling to Shoe Shopping. By limiting access to certain websites you will get less Malware, Viruses and sophisticated Spyware programs installed on your PC. These programs are designed to steal information and create downtime. On a home PC the presence of Spyware allows hackers to see your photos, browse through your MP3's and even view your Banking and accounting information. Having Spyware on a work PC severely jeopardizes your clients information and possibly allowing it to fall into the hands of hackers.

Q: Are new hardware and software installation costs covered under this agreement?

A: No, but when you sign up for the Elite Level Package you will receive a discount on our rates for installing and configuring new hardware and software. **Note:** The costs of the hardware and software are NOT included. However, if you are an Elite Package Client, we will act on your behalf to research, recommend, and purchase new hardware and software at no additional cost.

Q: Will you guarantee that I won't have any technical problems or downtime?

A: No, we cannot guarantee that you will never have any technical problems or downtime; no one can. However, we will guarantee a significant drop in the number of problems you experience and a dramatic improvement in the speed, performance, and reliability of your system. In addition, if you are an Elite Package Client, we will resolve any computer network problems without billing you additional fees. (Requires one year paid contract.)

Q: Will my response and resolution to technical issues be faster?

A: Yes, by having a Guardian in your network it will allow us a connection into your system to look at issues faster. In emergency situations, we will be able to begin troubleshooting the issue at the time the call is placed. A lot of issues can be resolved remotely without the wait for the Field Engineer to drive across town. We can also perform routine maintenance and additions faster remotely. Our clients that benefit from a Guardian will also have a dedicated Field Engineer to expedite their response and resolution times.

