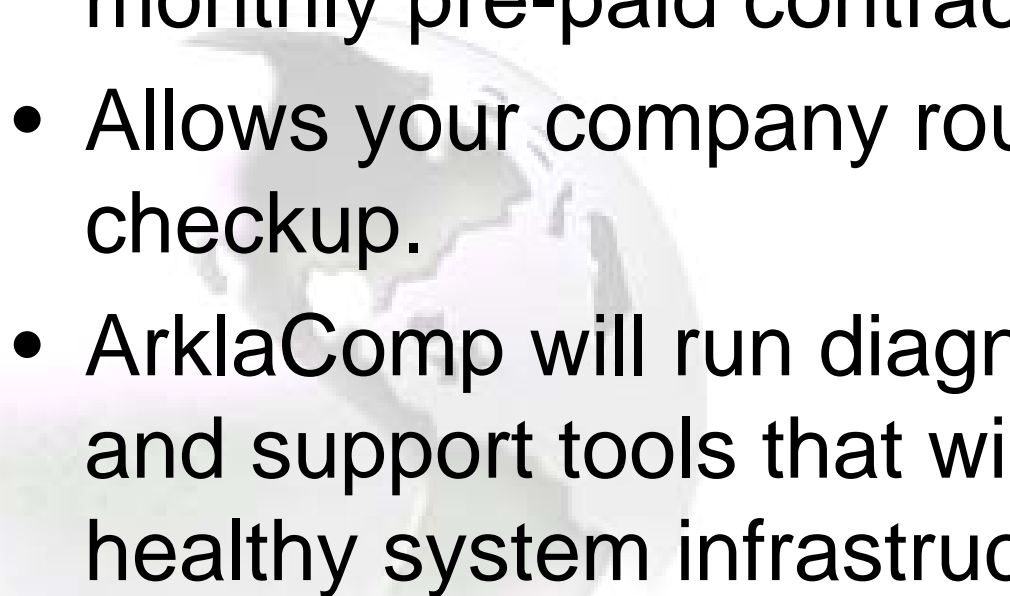


ArklaComp Advantage Service Agreements



Connecting you to the world

What is an Advantage Service Agreement?

- Advantage Service Agreements are monthly pre-paid contracts.
 - Allows your company routine maintenance checkup.
 - ArklaComp will run diagnostic software and support tools that will maintain a healthy system infrastructure.
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A New Way of Looking at IT

For years, IT companies and their clients have been working against each other. Something breaks, the IT company comes out to fix it, followed by a big bill.

Before now, the only time an IT company made money was when things went wrong, and the extra downtime to the client made the situation even worse.

That's all about to change. With **Advantage Service** from ArklaComp, we work *with* you to make sure that things don't break in the first place.

Using a flat-fee monthly approach to billing, our incentive is to keep your systems running smoothly.

The better we do our job, the less you'll see of us, and the more you'll get out of your systems.

Finally, you can stop paying for downtime. Doesn't that make sense?

Benefits of an Advantage Service Agreement

- Flat monthly fees eliminate spending tons on multiple service calls
- Improves employee productivity and reduces user frustration
- Gives you peace of mind that their systems are running reliable and optimized
- Faster problem resolution through remote access which allows our technicians to access your machines anytime and anywhere
- Allows you to focus on your core business
- Reduced downtime and costs!

3 Advantage Service Levels

Reactive Monitoring



With our Basic Service Level, your systems will be monitored 24/7. If a problem arises, we can check our monitoring logs to pinpoint the issue in a minimal amount of time. You also receive unlimited access to ArklaComp's Customer Portal and reduced rates for remote and on-site support. This plan is designed to help you cut downtime and IT costs dramatically.

Proactive Monitoring



With our Plus Service Level, you get the system monitoring that comes with Basic, however alerts will be created letting us know of a problem as soon as they occur. You also receive a paid antivirus subscription, user maintenance, update and patch maintenance, email performance monitoring, and historical and trend reporting. You also get unlimited remote support and reduced rates for on-site support. This plan will give you piece of mind knowing that your system is running optimized and secure.

Fully Managed



With our Complete Service Level, you get all the features that come with the Plus and Basic Levels, as well as Licensing Renewal Services, free installation of RAM and other devices, Services to help with IT Infrastructure planning needs, and disaster recovery planning. You will also receive unlimited remote and on-site support. This plan really is complete coverage of your systems.

Services Offered

24/7/365, Hardware, Security, SQL, Critical System Services, Error and Event Log Monitoring

We will monitor your server and workstations to verify they are still connected to the network, both sending and receiving information as they should. We will monitor key hardware components such as your CPU, hard drives, and memory to make sure there are no failures and available space and memory. We will also monitor the performance of the key hardware components to verify nominal performance. We will monitor security logs to verify there is not any unauthorized access to your system. We will also monitor Microsoft Windows event logs to ensure Microsoft Windows is performing normally.

Access to ArklaComp's Customer Portal

Unlimited access to ArklaComp's Customer Portal allows you to enter service tickets directly into our help desk. ArklaComp technicians will be notified that a new ticket has been entered as soon as they arrive. You can also view the status of open tickets for your company.

System Audit & Asset Management

System Audits create reports that show every hardware component and all software installed on any given server/workstation. Daily, we will audit your system and use these reports to further expedite troubleshooting. Need more memory? We can tell you within minutes what type of memory you have installed, how much you have installed, and how much more memory can be installed. Also, you can request the audit reports to have a detailed copy of your machines, and software. No more wondering what type of systems you are running and what software is installed.

Services Offered

Automated Desktop and Server Optimization/Management

Optimization & management is a weekly automated service that will ensure your machines are running at the best of their ability. This service will perform functions such as disk defragmentation, deleting temporary files and cookies, and checkdisk.

Antivirus & Anti-Spyware Subscription, Virus Definition Management

This service will monitor your antivirus and anti-spyware definitions. If any definitions are more than seven days old, the system will generate an alert, and ArklaComp will automatically update the definitions.

Backup Services and Verification for Tape Backups

ArklaComp will monitor your backup solution to verify the backup is being performed and completed whether you are backing up on tape, disk to disk, or through a network. If you currently do not have a backup plan, we will make suggestions for a backup plan, however installations of new backup solutions are not covered under this service. If a backup does fail, with the Advantage Complete and Advantage Plus Service Levels, our technicians will troubleshoot the cause of the failure and resolve the problem.

Services Offered

Microsoft Software Support

Does Excel keep crashing? Can't open that email attachment in Outlook? Let us figure it out for you. We'll use our knowledge and expertise to help you with any Microsoft Office software issue related to incorrect functionality.

Add, Remove, or Modify Users on the Network

Setting up new employees in your system can take away vital time in your daily schedule. We can do the work for you. We can remotely setup, remove or modify existing users on any PC that is already setup on your network. Remove employees who are no longer with your company, or give rights to newly promoted employees just by calling us.

Real Time System Reporting

Real time reporting allows easily accessible information on many different statistics of your machines, such as network usage, software usage, and virus infections and cleanup. Historical and trend reports help identify areas of future concern and to make informed purchasing decisions.

Services Offered

Automatic Updates and Patch Management on Supported Software

Patch management is the single most effective precaution to take against network security threats. With this service, we will co-ordinate the installation of all updates and patches on supported software. Before installing the updates or patches, we will thoroughly test each update or patch to verify it will not conflict with your system's software.

Software Installation, Removal, and License Renewal

Need software installed on a workstation? Need software installed on twenty workstations? With Application Sourcing and Deployment we can install software in a minimal amount of time. With this service, we will also keep track of any software license renewals you may have, such as antivirus or SSL certificates, and will renew the software for you. One less worry for you with our Advantage Service Levels.

Upgrade/Install RAM, CD, DVD, USB Devices, Printers, and Scanners

On any machine that is covered under our Advantage Service, we will install and test the above listed devices with no labor costs. You buy the part, we install it for you. It's as simple as that.

Additional Services

Disaster Recovery

Small businesses make up the economic engine of our country, and yet most are poorly prepared for an eventual disaster. When that disaster does occur, having people trained and familiar with disaster recovery can save much time and frustration. Let us step in and handle the recovery of your systems.

Hot Spare

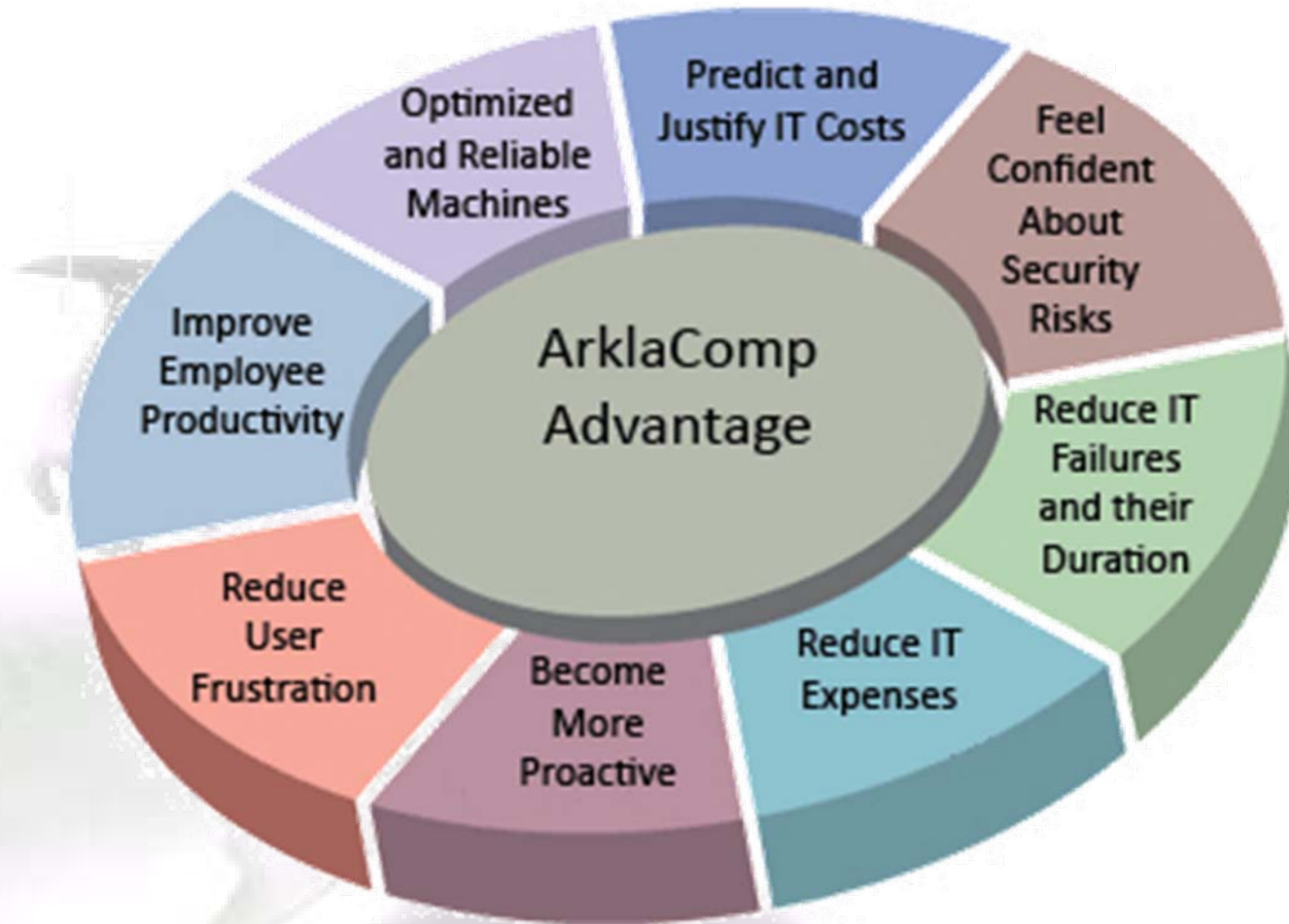
In the U.S., 20 million person-days are lost each year due to technology failures. Reduce your person-day losses with a hot spare workstation or server. ArklaComp will keep a workstation or server at our office that is ready to be delivered to your office with minimal prep time. You can keep the hot spare until your server or workstation is repaired. Knowing you'll be up and running as soon as possible if there is a failure, now that is peace of mind!

Offsite Spam / Virus Filtering

We offer a managed service that filters spam mail and viruses received through e-mail out of your entire business or personal domain and sends only desired email on to your mail servers. There is no software to install or maintain on your mail server, it is totally offsite.

Features for Workstations and Servers	Advantage Complete (Fully Managed)	Advantage Plus (Proactive)	Advantage Basic (Reactive)
Most Popular			
Monthly Price Per Workstation	\$64.95	\$39.95	\$19.95
Monthly Price Per Server	\$249.95	\$159.95	\$99.95
24/7/365, Hardware, Security, SQL, Critical System Services, Error and Event Log Monitoring	✓	✓	Monitoring Only
Access to ArklaComp's Customer Portal	✓	✓	✓
System Audit and Asset Management	✓	✓	✓
Automated Desktop and Server Optimization/Management	✓	✓	✓
Antivirus & Anti-Spyware Subscription, Virus Definition Management.	✓	✓	✓
Backup Services and Verification for Tape Backups	✓	✓	Monitoring Only
Microsoft Software Support**	✓	✓	-
Add, Remove, and Modify Users on the Network. (not installation of new user desktops)	✓	✓	-
Real Time System Reporting	✓	✓	-
Automatic Updates and Patch Management on Supported Software ***	✓	✓	-
Software Installation, Removal, and License Renewal	✓	-	-
Upgrade/Install RAM, CD, DVD, USB Devices, Printers and Scanners on covered device ****	✓	-	-
Response Time			
* Remote Support	2 hour response	4 hour response	12 – 24 hour response
* On-Site Support	4 hour response	8 hour response	24 – 48 hour response
Support Hours			
* Remote Support During Business Hours (8 a.m. to 5 p.m.)	✓ Unlimited	✓ Unlimited	\$20 HR Discount off published rates
* On-Site Support During Business Hours (8 a.m. to 5 p.m.)	✓ Unlimited	\$40 HR Discount off published rates	\$20 HR Discount off published rates
* After Hours (Scheduled) and Emergency (Unscheduled)	✓ Unlimited	\$40 HR Discount off published rates	\$20 HR Discount off published rates

Can You Afford Not To?



Your staff may never know there was a problem – because we prevented it!

ArklaComp IT Professionals

Connecting You To The World



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