

# US North Networks

## Support Plan & Service Definitions

### **PC Support Plan**

*Your business depends more on technology today than every before. It is essential that the computers and software used most often are maintained on a regular basis. A PC Support Plan will ensure that the hardware and software technology you employ is working as required and when you encounter a problem, you have the support you need to get it working again as quickly as possible.*

### **Server Support Plan**

*Your server is the heart of your network and keeping it running is critical to ensuring the security and daily operation of your network. The server stores and shares your company data, applications and printers so making sure it is running at peak performance is our primary concern. Under the Server Support Plan we will make sure that your server is maintained as required to keep it working efficiently.*

### **Network Support Plan**

*We do more than just fix your network when it breaks. We will help you plan, deploy and maintain the optimum technology components required for your specific business needs. We will work with your Internet Service Provider and other technology vendors as your agent so you don't have to worry about your IT infrastructure.*

**Advanced Application Support** – A US North technical representative will work with you to determine if your software systems are considered to be advanced or standard. This service will ensure that your software is operational, but does not address functionality or enhancements.

**Advanced Voice/Data Port Wiring** – This service offers the installation of a new wall jack for voice and/or data to locations throughout your office. You pay only for the parts.

**Antivirus Management** – A US North technical representative will install and configure your antivirus software and keep it current. Additionally, we will ensure that your software subscription is renewed as needed.

**Backup and Restore Management** – Performing regular backups of your essential data is critical to your business. Ensuring that those backups are running successfully takes time and attention and is often overlooked in a busy environment. A US North technical representative will install and configure your backup software and make sure that it is running correctly. If a restore is needed, we will get your data back for you as soon as possible.

**Domain Name Management** – We will register and manage up to 5 domain names for your business.

**Firewall Management** – A firewall is needed to protect your network and PCs from the everyday threats present on the Internet. We will make sure your network is secure and that your firewall is configured to protect you from these threats.

**Help Desk** – During regular business hours we offer general help desk services on

basic hardware, software and networking issues. You can call the helpdesk and a technical representative will attempt to resolve your issue over the phone.

**Inventory of Hardware and Software** – As part of the initial setup procedure, a US North technical representative will identify all of your supported hardware and software on each computer that you have elected to cover under a support agreement.

**Inventory of Network Hardware** – A US North technical representative will document your network infrastructure and all of the supported hardware during our initial site visit.

**ISP Management** – On our initial site visit a US North technical representative will obtain the information needed to manage your Internet service. If your Internet service is lost we will work with your provider to get you back online as quickly as possible.

**LAN Management** – Your LAN (Local Area Network) will be maintained by us. We will manage your data wiring and switches to keep your LAN running smoothly at all times.

**Microsoft Patch Management** – Maintaining your computer's security and stability can be quite confusing. A US North technical representative will configure your systems properly and keep them up to date with all the required patches for your Microsoft operating system as well as your Microsoft Office products.

**Network Policy Enforcement** – Keeping your company sensitive data protected is critical. Creating network policies and enforcing them helps keep unauthorized persons or computers from gaining access to your valuable data.

**On Site Support** – This service is offered only in the Standard and Premium Support Plans. If we are unable to resolve your problem remotely, we will send a qualified US North technical representative to your location to resolve the problem at no additional charge. You provide a place to park and a safe working environment.

**Phone, E-Mail Support** – You can call or e-mail your US North technical representative directly if the help desk is closed or otherwise unavailable. This method does not guarantee a response, however you can follow up with the help desk if you think your message has been missed.

**Policies and Procedures** – Having security and backup policies and general operating procedures for your server and network are critical to its long term use and stability. We will help guide you in the process of creating and enforcing them.

**Priority Response** – This service is offered only on the Premium Support Plans. We will ensure that these requests for support are handled before Basic and Standard Support Plan requests.

**Proactive Maintenance** – This service is offered only on the Premium Support Plans. Your US North technical representative will proactively review your systems remotely and make regularly scheduled site visits to help keep your environment healthy and running at peak performance. As issues or concerns arise, we will advise you before serious problems occur.

**Project Planning** – As your business requirements change, so does your demand on the technology you employ. We will work with you and help guide you as you plan changes to your business that will affect the way your network infrastructure operates. Some projects may fall outside the scope of this service and may require additional resources.

**Purchasing Advice** – With so much hardware and software on the market to choose from, we will help you make the right decisions for your business needs that will save you time and money.

**Remote Support** – A US North technical representative can connect to your systems securely from a remote location and help resolve most problems. Not all problems can be resolved remotely and may require a site visit to fix.

**Router Management** – The router provided by your ISP is used to maintain your connection to the Internet. We will work with your ISP to ensure that this router is configured properly and is working as required.

**Simple Voice/Data Port Wiring** - This service offers the installation of a new voice/data port in an existing wall jack for locations throughout your office. You pay only for the parts.

**Software Install and Update** – Keeping your business software properly installed and updated throughout your environment can be challenging. We will take on this task for you to ensure that your software systems are operational at all times.

**Software License Assistance** – US North Networks will only support software that has been properly purchased and licensed. We will help you maintain your software licenses that are required by the software vendor.

**Spyware Management** – Spyware has become a nuisance to PCs in the office environment. Some Antivirus programs also have Antispyware features built in, others do not. We will help setup and configure your Antispyware software and keep it current. Additionally, we will ensure that your software subscription is renewed as needed.

**Standard Application Support** – Most common business applications and programs will be supported with this service. Certain applications require advanced capability such as back-end databases or strict server requirements. A US North technical representative will work with you to determine if your software systems are considered to be advanced or standard. This service will ensure that your software is operational, but does not address functionality or enhancements.

**Vendor Management** – As your advocate, we will work with your vendors to resolve problems that occur that has one vendor blaming the other for your problem. We stick with you until the problem is resolved.

**VPN Management** – Many businesses require that their employees have access to the network from home or remote locations. This access is typically provided by the use of a VPN (Virtual Private Network) which extends your local network to remote areas. We will setup and install the hardware and software components required to make this possible. There may be additional charges if on site assistance at remote

locations is required.

**WAN Management** – A WAN (Wide Area Network) allows you have multiple office locations that connect together directly using private lines or over the Internet. We will help you install and maintain the hardware and systems required to keep them connected.

**Website and Hosting Support** – Your website is an important part of your company image. We will help you manage your site and the relationship with your hosting provider.