

Future Link



Support Options

Network Monitoring – Monitor IT
Preventative Maintenance – Prevent IT
Network Management – Managed IT



Why Should I Outsource My Business' IT Management Needs?

Outsourcing has been a part of the economic landscape for generations. From office cleaning to parts manufacturing, outsourcing is a part of how businesses operate, and will continue to operate. No business executive would think of building their own electrical plant to generate their electricity, outsourcing is the very fabric by which our service economy functions.

So why outsource information technology? Historically, **outsourcing IT services was a business decision focused on saving money by reducing internal IT costs.** While this can be a factor in the decision-making process, it had best not be the cornerstone for the decision. Let's take a moment to outline the other reasons by which you should evaluate IT outsourcing as an option for your business.

There has been a lot of discussion on **the business value of outsourcing your information technology (IT) to an outside vendor.** Some of the reasons most frequently mentioned by businesses for outsourcing IT management include:

- **Plans Available for any sized business**
- **Not core to your business.** Distracts you from your core business
- **State-Of-The-Art and up-to-date IT expertise**
 - Many fields and layers of expertise, like the medical profession, not interchangeable - deep in area of expertise
 - Certifications required, continuing education
 - Staying on top of industry changes
 - Future direction of technology that guide IT investment decisions
- **Experience**
 - Broad knowledgebase of experience
 - Efficient work/productivity; ability to minimize risk through experience
 - Operational production servers
 - Best Practices exposure
 - Get the expertise of an entire IT department for a fraction of the cost
- **Business knowledge**
 - Leadership from executives with management experience, business experience, management of people/organizations
 - An understanding of the underpinnings of risk and how to manage risk successfully
- **Pay for only what your business requires**
 - Employees will fill time to be able to say they are busy, creating job security, but NOT necessarily creating business value
 - Outsource partner agreement minimizes non-value add costs associated with IT
- **Accountability**
 - Accountable for money spent on IT
 - Document spending: amount spent, on what, and by a variety of categories, including:

? New Technology	? Training
? Hardware	? User Support
? Software	? Strategy/Plan/Consult
? Break/Fix	? Research
? Preventative Maintenance	? Etcetera
 - Accountable for customer satisfaction, end-user up to the executive
 - Year over Year costs tracking and cost management accountability



Monitor IT Program

Our enterprise class IT support and monitoring capabilities empower us to Dramatically Reduce the time it takes to diagnose and resolve network problems and failures. This translates to **increased employee productivity and cost savings to you**. In some case we can avoid failures before they even become a problem. The Monitor IT Program is designed for a business that does not have a full time IT staff, can not tolerate network down time and has a small IT budget. With the Monitor IT Program Future Link will monitor your key network systems (determined by you and your Account Manager) and be alerted to any abnormal event. Future Link will alert you of the problem before it becomes serious. The Monitor IT Program is a Value offering allowing you to make better decisions about your network while keeping costs down. Any labor either onsite or remote will be billed on a time and materials basis.

Prevent IT Program

The Prevent IT Program is so effective our customers see almost immediate results. A regularly maintained network means **fewer failures yielding lower support costs and increased productivity**. At the same time your exposure to security risks is dramatically reduced and the frustration from unstable IT systems almost vanishes. We allow our customers to focus on their core business, by taking the worry out of owning a computer network. With the Prevent IT Program includes all of the features of the Monitor IT Program plus Future Link will due routine maintenance on your systems. The Prevent IT Program is ideal for business where downtime is costly in lost revenue or productivity, looking for stability out of their network, wants to insure basic data and network security, and does not have the time or resources to hire and manage an IT department. Some of the preventative maintenance options include server and workstation patch management, backup management and testing, firewall updates, antivirus definition updates and much much more...

Managed IT Program

With the Managed IT Program Future Link becomes your IT department. When you outsource the management of your important IT resources to us, we look upon it as a partnership. Our comprehensive and professional approach means that we are your IT Department. **By optimizing your networks performance, it will work at peak efficiency and at reliability levels that your business demands, allowing you to manage your core business *not* your network.** Security, data protection, networking, and user support. We handle it all for you at one predictive monthly cost. The Managed IT Program is perfect for businesses that are looking to minimize their risk and want a predictable monthly IT support cost. The Managed IT Program includes all of the monitoring and preventative maintenance of the Monitor IT and Prevent IT Programs with the addition of unlimited remote support and help desk support, elimination of trip charges and drive time and a reduced rate for all onsite support services and much much more....



Fully Managed IT Program

The Fully managed Plan is much like the Manage IT program where Future Link becomes your IT Staff and Management with additional benefits to keep your business running at peak performance. **The Fully Managed IT Program includes all of the hardware and software your business needs for a single monthly payment; no more large upfront costs, regular equipment refresh cycles to keep equipment at peak performance, unlimited onsite, remote and help desk support, all while freeing up cash.**

	Monitor IT	Prevent IT	Manage IT	Fully Managed
SERVER MONITORING				
Server Availability Monitoring	✓	✓	✓	✓
Server Performance Monitoring	✓	✓	✓	✓
Services Availability Monitoring	✓	✓	✓	✓
Event Log Monitoring	✓	✓	✓	✓
Patch Level monitoring	✓	✓	✓	✓
Server Patch Maintenance		✓	✓	✓
Regular Server Maintenance		✓	✓	✓
Business Application Monitoring and Maintenance			✓	✓
NETWORK MONITORING				
Router Switch Availability & Monitoring	✓	✓	✓	✓
Device Log File Monitoring	✓	✓	✓	✓
BACKUP MONITORING				
Onsite Backup Solution Monitoring for Success & Failures	✓	✓	✓	✓
Onsite Backup Maintenance – Tape Rotation; USB Drive Rotation; Periodic Backup Testing		✓	✓	✓
Offsite Backup Monitoring		✓	✓	✓
SECURITY MONITORING				
Firewall Availability and Performance Monitoring	✓	✓	✓	✓
Firewall Maintenance and Updates		✓	✓	✓
Firewall Management			✓	✓
VPN Connectivity and Performance Monitoring	✓	✓	✓	✓
Network Anti Virus Monitoring	✓	✓	✓	✓
Network Antivirus Definition Updates		✓	✓	✓
Virus Removal Services			✓	✓
Intrusion Detection Services			✓	✓
Periodic Vulnerability Assessment			✓	✓
WORKSTATION MONITORING				
Workstation Availability Monitoring	✓	✓	✓	✓



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Workstation Performance Monitoring	✓	✓	✓	✓
Window Event Log Monitoring	✓	✓	✓	✓
OS Patch Level Monitoring	✓	✓	✓	✓
OS Patch Management		✓	✓	✓
Anti Virus & Spyware Monitoring	✓	✓	✓	✓
Anti Virus & Spyware Definition Updates		✓	✓	✓
License Compliance Monitoring	✓	✓	✓	✓
Application Compliance Monitoring		✓	✓	✓
System Change Monitoring		✓	✓	✓
Desktop Configuration Management REM			✓	✓
OTHER MONITORING SERVICES				
Internet Availability Monitoring and Reporting	✓	✓	✓	✓
Network Printer Monitoring	✓	✓	✓	✓
Automatic Toner Replacement		✓	✓	✓
Asset Lifecycle Management and Reporting			✓	✓
CONSULTING SERVICES				
Network Health Review Meeting	Annual	Semi-Annual	Quarterly	Monthly
Security Audit			Semi-Annual	Semi-Annual
Compliance Consulting and Recommendations			✓	✓
Life Cycle Management			✓	✓
NETWORK SUPPORT SERVICES				
Time & Materials Labor	✓	✓		
Built in Reactive Hours		✓		
12 month Labor Rate Freeze		✓	✓	✓
Help Desk Support	Time & Materials	Time & Materials	Unlimited	Unlimited
Remote Support	Time & Materials	Time & Materials	Unlimited	Unlimited
Onsite Support	Time & Materials	Time & Materials	Unlimited	Unlimited
Discounted Rate		✓	✓	✓
END-USER SUPPORT SERVICES				
Phone Help Desk Support	Time & Materials	Time & Materials	✓	✓
Remote Help Desk Support	Time & Materials	Time & Materials	✓	✓
Macola Help Desk Support	Time & Materials	Time & Materials	✓	✓
	Time & Materials	Time & Materials	✓	✓
ADDITIONAL SERVICES – A La Carte Services				
Disaster Recovery Planning				
Compliance Consulting				
Spam Monitoring and Maintenance				
Web Content Filtering				
Offsite Backup Service				