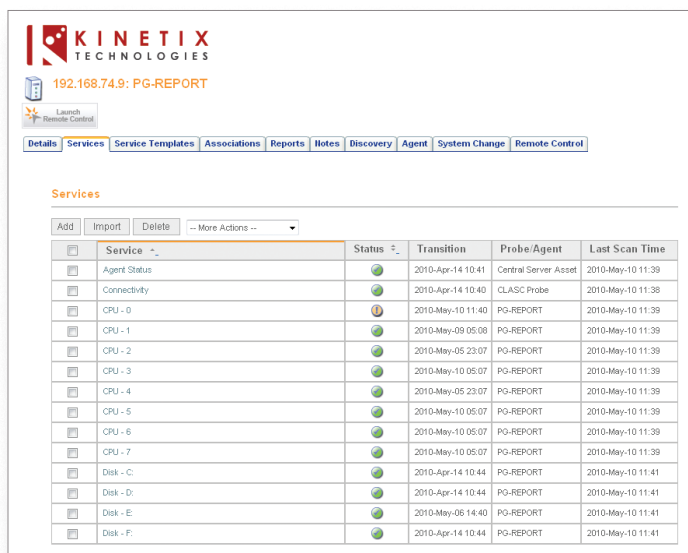


Focus on Your Business... Not Your Technology

Total network peace of mind. Your time is precious. You have more important issues to deal with than your computer network. It is, however, a critical enabler to your business and in need of attention to ensure it's running predictably, optimally and securely. **Kinetix Technologies' managed service platform** is the ideal solution for your organization, an organization that demands the utmost in network reliability and quality service.



192.168.74.9: PG-REPORT

Launch Remote Control

Details Services Service Templates Associations Reports Notes Discovery Agent System Change Remote Control

Services

Service	Status	Transition	Probe/Agent	Last Scan Time
Agent Status	●	2010-Apr-14 10:41	Central Server Asset	2010-May-10 11:39
Connectivity	●	2010-Apr-14 10:40	CLASC Probe	2010-May-10 11:38
CPU - 0	●	2010-May-10 11:40	PG-REPORT	2010-May-10 11:39
CPU - 1	●	2010-May-09 05:08	PG-REPORT	2010-May-10 11:39
CPU - 2	●	2010-May-05 23:07	PG-REPORT	2010-May-10 11:39
CPU - 3	●	2010-May-10 05:07	PG-REPORT	2010-May-10 11:39
CPU - 4	●	2010-May-05 23:07	PG-REPORT	2010-May-10 11:39
CPU - 5	●	2010-May-10 05:07	PG-REPORT	2010-May-10 11:39
CPU - 6	●	2010-May-10 05:07	PG-REPORT	2010-May-10 11:39
CPU - 7	●	2010-May-10 05:07	PG-REPORT	2010-May-10 11:39
Disk - C:	●	2010-Apr-14 10:44	PG-REPORT	2010-May-10 11:41
Disk - D:	●	2010-Apr-14 10:44	PG-REPORT	2010-May-10 11:41
Disk - E:	●	2010-May-05 14:40	PG-REPORT	2010-May-10 11:41
Disk - F:	●	2010-Apr-14 10:44	PG-REPORT	2010-May-10 11:41

Kinetix Technologies' managed service platform

IT support and management for a fixed monthly price – it's that simple. We provide all of the benefits of an internal IS department for a fraction of the price of staffing one yourself. We reduce the business impact of IT failures by minimizing their occurrence, and any unforeseen issues are dealt with as a priority. Aspects of your network that are covered: perimeter security, data backup, applications monitoring & hardware support.

An IT Partner NOT Provider - When you outsource the management of your important IT resources to Kinetix Technologies, we look upon this as a partnership. Our comprehensive and professional approach means we are your IT department. By optimizing your network's performance, it will work at the peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your network. Perimeter security, networking, data backup and user support - we do it all!

The Kinetix Technology Support Agreement has been the ideal solution for monitoring and managing our network. We depend on our network tremendously and knowing Kinetix is watching over our network looking for issues before they occur provides us with peace of mind and lets us concentrate on healthcare.

Louise Barker - Central LA Surgical Hospital

Do these issues plague your business?

- **Downtime impact?** How often have you missed delivery dates due to network downtime? The Kinetix Managed Technology Service Agreement (TSA) is designed to reduce downtime dramatically by implementing our "7 Steps" philosophy.
- **Security fear?** Worried that vulnerable servers, laptops or PCs may be putting your organization at potentially devastating risk? "The 7 Steps" consists of seven very important steps to protect the core and provide a healthy network and computing environment.
- **IT budget crunch?** Under pressure to increase value or maximize profitability? Let Kinetix Technologies show you how to maximize your business productivity by ensuring your network's availability is at its peak, while locking in your IT costs.

Program Advantages:

- **A single monthly price for superior network care:** No more guessing what IT support will cost. Receive guaranteed predictability of your IT support costs and avoid high emergency fees. One monthly fee covers all support.
- **Protection of your IT investment:** With ongoing professional maintenance, your most critical network devices will always be as stable and as reliable as the day they were first installed, thus reducing costly downtime.
- **Lets you focus on your business:** We are your networking watchdog remotely diagnosing problems before they occur and enabling you to focus on your core business activities instead of managing a network or its problems.

Our Seven Steps philosophy consists of seven very important steps to protect the core & provide for a healthy network & computing environment.

- 1 Deep-Packet Inspection Firewall** with gateway security services suite
- 2 Capable Server(s) - Up-to-Date Server OS and Hardware Platforms**
- 3 WSUS - Windows Server Update Services (Patch Management)**
- 4 Distributed Network Security Software (Complete Anti-Virus)**
- 5 Monitoring** of vital components & services for real-time intervention
- 6 Content Filtering & Application Control**
- 7 Backup, Backup, Backup -** Disk-to-Disk, CDP & Off-Site

Stop Buying
Downtime...
Invest in Uptime!

Standard Features	Service Description
Windows Server Monitoring	Monitoring of the health and performance of your servers and shared applications
Remote Response	Utilizing Kinetix Remote Streaming support methods, minor IT support issues can be corrected
On site Response	When necessary Kinetix technicians can be dispatched to your office when IT support issues arise
User Helpdesk Services	Helpdesk services for PC users, included in your monthly fee
Vendor Relationship Management	Sometimes its just easier for Kinetix to speak "Tech Talk" with your application vendors
PC Complete	Preventative maintenance, response and troubleshooting of your PCs
Security Necessities	A secured network perimeter, policies and managed virus protection
Backup Foundation	A managed backup and recovery plan to ensure your data is properly protected***
Priority Client Response	As a preferred client, you are awarded priority response levels to support issues
Standard Reporting	Network health reporting and quarterly reviews with our IT professionals***
IT Procurement Assistance	Our IT consultants work with you to help you make optimal technology choices
Staff Augmentation Services	Supplement your own IT team with our experienced IT engineers and technicians

*** Available to Platinum Level subscribers