

# Managed Services Program (MSP)



## *Introduction*

NetTeam's Managed Services Program (MSP) offers our clients a wide range of services, from remote network monitoring to supplemental support to full IT outsourcing. From our Network Operations Center (NOC), we offer you the peace of mind that your network is being proactively monitored and maintained on a 7x24 basis, and we define our working relationship through a service level agreement (SLA) to ensure everyone understands - and we exceed - your business expectations. The following is an overview of support packages available.

## **MSP Offerings**

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### ***Managed Monitoring***

Managed Monitoring is our base-level support solution, providing 7x24 remote network monitoring and front-line alert troubleshooting. This service provides small and medium sized businesses with complete and customizable network device monitoring at a *fraction* of the cost of most enterprise-class solutions. **NetTeam-Central** is our centralized collection application that monitors the health, status and availability of devices and applications, and notifies via e-mail or pager in the event of failed key network elements, which commonly include:

- Ø Servers and workstations running leading Windows- and Unix-based Operating Systems
- Ø Manageable routers, switches or hubs and any other IP-addressable network devices
- Ø Mission critical applications by process and port response
- Ø DNS / Website response and connectivity of ISP router interfaces

**NetTeam-Central** has numerous monitoring methodologies. It is fully customizable, and can be tailored to fit the needs of nearly any client. In addition, **NetTeam-Central** provides detailed performance reporting and maintains historical data for capacity planning and predictive analysis, including role-based views for both business and technical users alike.

If **NetTeam-Central** detects a critical network problem or failure, a NetTeam Systems Analyst can attempt to determine the source by securely logging into your network to quickly assess the situation. If the issue cannot be resolved remotely, we can escalate the situation by contacting a vendor, service provider, internal IT contact or (depending on contracted support level) dispatch one of our Systems Engineers.

Services include:

- 7x24 Remote Network Monitoring and Notification
- Up to Thirty (30) Minutes of NetTeam Technical Support and Troubleshooting on Critical Alerts Received
- Numerous Reporting Options, as well as the Maintenance and Presentation of Historical Data

### ***Managed Maintenance***

Managed Maintenance is the mid-level support solution that takes the monitoring services and support outlined above and adds scheduled monthly maintenance of the client's computing environment. The added service consists of planned and scheduled maintenance of critical patches, service packs, security updates and firmware updates as supplemental support for our client's IT infrastructure. Managed Maintenance is for companies that prefer a proactive incident-based outsourcing arrangement.

Dependant upon the specific parameters of the Customer's Agreement, if NetTeam detects a problem or failure in the customer's monitored equipment, a NetTeam Systems Analyst will:

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- Ø Immediately attempt to determine the source by securely logging into your network to quickly assess the situation. If the issue cannot be resolved remotely, we will escalate the situation by contacting a vendor, service provider or internal IT contact, or we can coordinate the dispatch of one of our Systems Engineers.
- Ø Notify the client's IT manager or designated point of contact to advise of the problem and, at their request, either stand by and monitor the issue until resolution, or act as a point of escalation.

Services include, but are not limited to:

- 7x24 Remote Network Monitoring and Notification
- Up to Thirty (30) Minutes of NetTeam Technical Support and Troubleshooting on Critical Alerts Received
- Regular Update of Critical Patches and Security Updates on Desktops and Servers
- Regular Validation of Antivirus and Disk Defrag Services
- Maintenance of All Available Software and Device Firmware Revisions

## ***Managed Support***

The Managed Support Agreement is our premiere offering, combining all of the monitoring and support services outlined above, as well as comprehensive services coverage for everything required to support our client's technology platform. This service provides for complete 7x24 support of the client's environment, with NetTeam taking full responsibility for the health and well-being of your infrastructure. This package is designed for companies that prefer a complete IT outsourcing arrangement.

## **Flexible Billing Options**

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All options offered within our Managed Services Program (MSP) include flexible billing methods for all possible scenarios.

### ***Contracted Monthly Billing***

Once a client selects an MSP service arrangement, the fixed monthly fee for that service will be billed on the first of each month for the current month's services. In all cases, monthly activities performed by NetTeam personnel will be tracked and reported to the client throughout the course of the Agreement term. Note that with the Managed Support package, there are very few exceptions that would require additional billing beyond the monthly service fee.

Within the Managed Monitoring and Maintenance Services Agreements, there are specific tasks that NetTeam will perform on a routine basis in support of the client's environment. With each of these arrangements, there could be a number of tasks that fall outside the scope of services provided for the fixed monthly fee. To address payment for services rendered outside of the contracted tasks, NetTeam offers two payment programs - Pre-Paid Block Hours and Straight Time and Materials (T&M).

### ***Pre-Paid Block Hour Billing***

Upon entering into a relationship with a client, NetTeam will establish an hourly billing rate for the customer. When a client agrees to enter into a MSP Agreement with NetTeam, we will offer a sliding scale of block hours that can be pre-purchased and used at the client's discretion until fully utilized. The typical hourly blocks offered are in quantities of 30, 50, 75 and 100 hours. The standard hourly rate will be decreased slightly with purchases of larger blocks.

A Block-Hour set can be purchased by the client at any time during the course of the effective Agreement dates. When a client advises NetTeam of a desire to purchase one of the established Block Hour options, NetTeam will

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invoice the client and begin tracking and reporting on the Block Hour usage. NetTeam will also notify the client directly when the number of hours reaches five (5) remaining hours so that the client can determine if they would like to purchase another Block, or revert to the Time and Materials billing program.

## ***Straight Time and Materials (T&M) Billing***

The second option a client has for handling billable work outside of the scope of one of the MSP packages is a Straight Time and Materials (T&M) payment schedule. NetTeam bills clients for T&M professional services on a weekly basis for services rendered during the previous week. Time and Materials invoicing will cover any services rendered that fall outside the scope of services defined in each MSP Agreement. The billing rate will be set at each client's established hourly charge.

## **Dispatch (Time and Materials) Professional Services**

Our Systems Analysts are available for clients under either a Managed Monitoring or Managed Maintenance contract to perform remote and onsite troubleshooting, break/fix, internetworking, network administration and other professional consulting services. Clients under Managed Support will have only a few exceptions to the coverage, and those services falling outside the contract will have the same T&M terms as listed below.

### ***Geographical Range***

- Clients are considered local within a fifty (50) mile radius of our Corporate Office (located at I-45 and Beltway 8 in Houston, Texas) or the Downtown Tulsa, Oklahoma area, unless otherwise specified in the service contract.

### ***Labor Rates***

- Hourly rates begin with a two (2) hour minimum and 15-minute increments beyond that, unless otherwise specified in the service contract.
- Half day rates cover four (4) business hours. Travel time to and from local customer locations is not considered "billable time".
- Daily business hours are 08:30AM to 05:30PM, including a one-hour lunch break and two 15-minute breaks.

## ***Contract vs. Non-Contract Support Rules and Rates***

Category Of Labour	Contract Response Time	Non-Contract Response Time	Contract Rate	Non-Contract Rate
Regular Business Hours - Professional Services	2 hours	Based on availability	\$100/hour	\$125/hour
Emergency Support – During Business Hours	2 hours	Based on availability	\$100/hour	\$150/hour
Emergency Support – During Evening/Weekend Hours	2 hours	Based on availability	\$100/hour	\$185/hour
All Support Services – Holidays	2 Hours	Based on availability	\$100/hour	\$250/hour

- Systems Analysts who are required on Standard Holidays will be billed at two (2) times the regular rate.
- All Non-Contract services must be supported by a one-time purchase order or signed quote provided by NetTeam.
- Pre-approved travel, accommodation and meals for Systems Analysts will be expensed and billed directly to the client for services delivered outside of the geographical range.