

Did You Know...?

Starnet offers numerous IT-related services in support of many of today's complex IT operational issues.

StarCONVERGE™ –
Converged Voice/Data Practice

StarVIEW™ –
Real Time Application
Performance Monitoring

StarSCOPE™ –
Internet Usage Visibility & WAN
Bandwidth Utilization
Assessment

StarASSURE™ –
Managed Solution for Voice
Communication

**SOS -Gold(Starnet Quarterly
Ongoing Services)** –
Network Maintenance –
Strategic Planning –
Server Monitoring -

StarWATCH™ –
Remote Network Monitoring

StarDR™ –
Disaster Recovery – Business
Continuity Managed Service

StarSECURE™ –
Firewall, VPN, 2-Factor
Authentication, Content
Filtering, Secure Proxy, IDP

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---Align your company with a Technology Partner that can provide the right combination of Professional Services and Processes to maintain the health, performance and security of your critical network and application environments---

SOS -Gold

Starnet's Ongoing Partnership-Based Network Engineering & Support Services Offering

The Problem: Keeping your network and applications performing optimally and securely with limited staff and resources.

IT departments in small-to-midsize organizations face increasing challenges in keeping their core business applications and the underlying network transport performing optimally.

Shrinking budgets and the ever-increasing challenges posed by aging equipment, laborious maintenance tasks, constantly evolving security threats, buggy software, environmental issues...and the like....make IT efficiency a daunting task.

Maintaining the efficiency of IT requires both a.) efficient troubleshooting and b.) the appropriate mix of proactive network maintenance efforts to mitigate potential causes and impact of application under-performance or unavailability.

Executing an IT strategy that can accomplish both is a huge challenge when an IT department is understaffed and ill-equipped.

The Solution: Starnet SOS -Gold

SOS -Gold provides customers a technology partner and a network engineering services framework to assist in maintaining the efficiency of their core business applications and the underlying network infrastructure that delivers those applications to their employees.

SOS -Gold provides a blend of support services that includes both reactive break/fix services and proactive/strategic project planning and execution.

SOS -Gold also includes robust server monitoring including reporting, alarming and remediation.



QUARTERLY RETAINER:

SOS -Gold subscribers prepay a \$3500 quarterly retainer which is accrued as Starnet engineering time for maintenance and break/fix services is used during the current quarter.

The quarterly retainer also includes at no additional expense-

- a. Quarterly Strategic Project Planning
- b. Quarterly Strategic Project Execution – 1st 4 Hours of Professional Services for Execution -- No Charge
- c. Remote Server Health, Security and Performance Monitoring for 3 Servers -- No Charge
(Monitoring of additional devices can be added for a quarterly fee ---**StarWATCH**)

SOS -Gold SERVICE ELEMENTS:

1. NETWORK TECHNICAL/ENGINEERING SUPPORT:

- Access to Starnet engineers, both Westlake Village and Phoenix, for purposes of supporting, maintaining and troubleshooting network operations
- Support for multiple products including those not originally provided by Starnet.
- Support accrued at reduced rates from Starnet’s normal Time & Materials rate.
- Access to Starnet’s after-hours telephone hotline
- Access to Starnet’s online trouble ticket system.
- Detailed up-to-date accounting of all accruals.

2. QUARTERLY STRATEGIC/PROACTIVE PROJECT PLANNING & EXECUTION:

Starnet works with **SOS -Gold** customers to define quarterly strategic projects that will assist customer in improving and maintaining the health, performance and/or security of their network and applications environments. Fees for the Quarterly Strategic Project Planning are provided under the quarterly retainer (Strategic Planning Meeting)

From the Strategic planning meeting, the 1st quarter Strategic Project is identified and Starnet produces a ‘Project Plan’ to carry out the execution. (Project Plan Submitted – No Charge)

The first 4 hours of professional services delivered in executing the Quarterly Strategic Project are included at No Charge as part of the **SOS -Gold** quarterly retainer. (Project Execution – 1st 4 hours included @ No Charge)

SOS -Gold customers have the option to limit the size and scope of the Quarterly Strategic Project to minimize additional expense or can choose to define the size and scope of the Quarterly Strategic Project to meet current business objectives. In either event, the first 4 Hours are included at No Charge with the **SOS -Gold** quarterly retainer.

Examples of Quarterly Strategic Projects that can performed by Starnet under **SOS -Gold**:

➤ Network Infrastructure Code Upgrades	➤ Internal Security Audit
➤ WAN Bandwidth Monitoring & Assessment	➤ Local Office Application Performance Assessment
➤ Remote Office Application Performance Assessment	➤ Web Site Performance Assessment
➤ Server/Application Virtualization Assessment	➤ Network Documentation
➤ Product Training	➤ Internal & External Penetration Testing
➤ Special Projects	



3. PROACTIVE SERVER MONITORING:

Also included with the Quarterly Retainer – at no additional charge -- are the proactive health, performance and security monitoring of up to 3 Windows servers. (Additional servers can be added for monitoring under Starnet's **StarWATCH** remote network monitoring managed service.)

Elements of Proactive Server Monitoring

- a. Monitor & verify regular backups are being performed (if applicable).
- b. Monitor & verify regular virus scans are taking place on all desktops, laptops, and/or servers (where applicable).
- c. Monitor & verify Critical Windows Updates are applied weekly.
- d. Monitor & verify all server Event Viewer logs are reviewed on a regular basis, to ensure no warnings or errors are overlooked.
- e. Perform weekly and/or monthly Preventative Maintenance, including Defragmentation of all system hard disks.
- f. Monitor & verify that Vulnerabilities are scanned for and/or remediated on a monthly basis as needed.
- g. Monitor & verify all server performance metrics (i.e.; average CPU, Memory, Page File, and Network Adapter Interface utilization, as well as Average Process Time) are within optimal ranges.
- h. Monitor & verify that the Customer's antivirus product(s) are up-to-date, and receiving regular antivirus definition updates (where applicable).
- i. Perform regular disk cleanups on all desktops, laptops, and/or servers.
- j. Remove temp files.
- k. Remove temporary Internet file.
- l. Remove cookies.
- m. Generate a monthly resource utilization report, and/or recommendations based on findings.
- n. Remediate basic issues found by StarWATCH capable of being resolved within 15 minutes time (e.g. restarting stopped services, reviewing metrics from our managed services solution, performing manual updates to antivirus software, and investigating the cause of failed backups etc.)

Note: Any issues unable to be resolved within a 15 minute time period will be referred back to Customer for authorization, at which time any further support given towards remediation of said issue(s) identified by our managed services solution, will be accrued per terms of **SOS -Gold**

- o. Provide training for customer on the use of our managed services platform.
- p. Provide complete support for customer, with regard to our managed services platform, and the reporting engine, user interface, agents, and probes that make up the individual components of our managed services platform.
- q. Provide upgrades as they become available, with regard to our managed services platform, and/or any labor associated with the implementation of said upgrades.

QUARTERLY RETAINER-BASED SERVICES SUMMARY (ADDITIONAL SERVICES ADDED ON REQUEST)

20-25 HOURS ONSITE, TELEPHONE OR ONLINE NETWORK MAINTENANCE SUPPORT

STRATEGIC PROJECT PLANNING MEETING

STRATEGIC PROJECT PLAN PRODUCTION

4 HOURS STRATEGIC PROJECT EXECUTION

24 X 7 PROACTIVE SERVER PERFORMANCE AND SECURITY MONITORING – 3 SERVERS

--- For more details on Starnet SOS –Gold contact your Starnet Business Development Manager ---

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