

****Note before reading****

I have seen a lot of major issues with your current network and computer setup that should be fixed. Most of these are proactive fixes to prevent issues or security risks. I have made these options a priority being most important to get finished ASAP. However, not all of these have to be done right away, so if you want to save up money you can delay some of the upgrades. I am also giving multiple options to fix some of these issues. Which one you choose will depend on what you want to spend and how long you want it to last. If you need anything explained further or there is too much technical jargon, let me know and I will be happy to try and explain it clearer.

Local Support

We are a local company that has been in business for 10 years and has the knowledge to help you when you need it. The staff here can help you pick the right hardware for what you need. We will not sell you subpar hardware to try and get you to upgrade in the future. We will not cut corners and if I am not happy with how something is running, I will make it right. If that means replacing or upgrading hardware, then that is what I will do.

A lot of companies will give you a low ball price and after you accept, they will try to get more money out of you for things that they forgot to put on the quote. Some will not include a proper backup in the quote, so when your server fails they will tell you that you needed to make the backups. Our staff is also HIPPA Privacy/Security certified which is important, because we will be working on your computer which is where all the client information is.

Server Backup -

1 Year Offsite and Local Backup:

- Regular Backups to external hard drive which is installed on site to ensure a quick recovery if something goes wrong.
- Offsite backup that is stored in cloud environment for added security of data.
 - Needed in case of Fire / Surge / Failing Hardware.
- Automatic Nightly Server Clone to external Hard drive
- Offsite Unlimited Backups, Encrypted. Sent nightly.
- This will allow us or any other tech to restore a snapshot /image of your current server to any new server or a temporary server while your server is being worked on. The new / replacement server does not have to be the same brand server it could be an HP, Dell or any other brand.



Call for Pricing - Per Year – Using your current external hard drive

Call for Pricing – for both onsite and offsite backups and a new 2Tb External drive

Wireless and Network Security

I currently see a wireless access point on your network giving any client with a smart phone or laptop full access to your network, shared files or even e-mails. This really needs to be locked down, it is fine to have a public wifi, but it needs to be separate from the office wifi. I would like to setup the Office wifi encrypted and then a public wifi for your customers in the waiting room. Also, the current Linksys router is more of a home router than a business router and should be replaced with a business class router with Sonicwall Security/Antivirus built in.

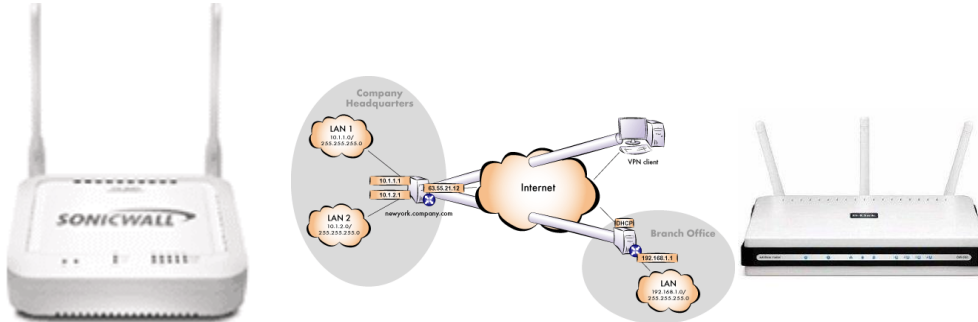
Basic Option - Secure Wireless and a Guest Wifi.



\$Call for Pricing

Advanced Option – Sonicwall VPN/Antivirus/HIPPA security compliance

Also includes secure private wifi and Public Wifi



The revolutionary TZ Series, featuring the TZ 100 delivers high performance network protection, IPSec and SSL VPN remote access, Voice over IP, and optional 802.11b/g/n wireless with optional 3G wireless broadband. These cost-effective security appliances are designed for small and medium sized businesses, retail locations, managed service providers, and distributed enterprises with remote and branch offices. The TZ Series is the first network security solution to provide affordable UTM protection that can truly utilize the highest speeds available from modern ISPs to the fullest extent, while providing full UTM inspection. This will allow secure remote Access from home, via VPN. Also built in Antivirus/Antispyware protection, not as good as a full suite like Endpoint, but better than what you have which is nothing.

\$ Call for Pricing

Network Speed

Some of the front offices are only connecting at 10mbps, because all your software is network based this is causing everything to run very slow. It is highly recommended to get a 1000mbps or Gigabit Switch, clean up the wires, replace defective ones and make it not look like a rat's nest.

24port Gigabit switch with 24 2ft cables, 4 x 8 port gigabit switches



\$ Call for Pricing

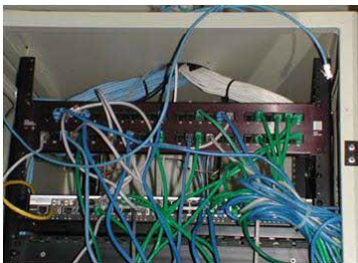
Or

24 port Gigabit Switch with 24x cables, Wall rack, Neat Patch cover, and 4 x 8 port gigabit switches

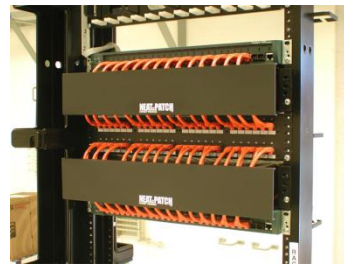


Shelf Not Included

Before



After



\$ Call for Pricing

Anti-virus



Antivirus needs to be installed on all systems on the network. I know that most of the computers don't currently have any antivirus, this very dangerous because if you get one virus on a system it can spread to the other systems on the network very quickly. Business class antivirus software if properly configured will never interfere with any software you are running.

Symantec Endpoint Protection - 25 User Pack

Symantec Endpoint Protection combines Symantec AntiVirus with advanced threat prevention to deliver an unmatched defense against malware for laptops, desktops, and servers. It provides protection against even the most sophisticated attacks that evade traditional security measures, such as rootkits, zero-day attacks, and mutating spyware. Symantec Endpoint Protection delivers more than world-class, industry-leading antivirus and antispayware signature-based protection.

Price - \$ Call for Pricing

Battery Backup / Surge Protect

- 425va Battery Backups & Surge protection with Equipment Warranty for current computer systems - **\$65** per system.
 - Full-time Surge Protection & Battery Backup
 - Compact rugged design, 8 Outlets, EMI/RFI line noise filters
 - Phone/Fax (RJ11) line protection, USB Mgmt port, UPS Mgmt software
 - Perfect for entry-level PCs, Personal Electronics (Audio/Video/Stereo, CD/DVD/MP3 players, Cameras, etc.)



\$10,000 Equipment Protection warranty

Yearly System Cleanout - *Highly recommended* – This would take 2 techs

3 to 4 hours on a Sunday to do, at the same time we could upgrade RAM or perform normal system maintenance to boost system performance.



\$ Call for Pricing – Labor

\$? – Memory depending on how many you would like to upgrade

Support or Troubleshooting

For any future support we charge \$45.00 for 30 minutes of remote support or \$100 per hour for onsite support. Software issues will be charged on an hour basis.

Below is a list of recommend upgrades that will speed up the computers and extend the life of the systems:

- All systems should have a physical cleanout performed at least once a year. They should be turned off and be brought outside to have all dust, hair and dirt removed from the fans and heat sinks.
- At the same time, the systems should be checked for Anti-virus, Windows updates and any Windows Service Packs upgrades.
- Most of the systems are running Windows XP Professional. Future systems should be Windows 7 Pro if all the current software running on the XP systems can be installed and handled in Windows 7.

- I would recommend a memory upgrade on most systems. All XP systems should have at least 3GB of RAM and all Windows 7 systems should have 4GB of RAM or more. This will make the systems run faster and allow you to meet the recommend requirements of newer software.
- Almost all systems have anti-virus disabled or not installed. If you have issues with viruses on certain computers in the past, Anti-spyware protection software in addition to the anti-virus would be a good idea.

Let me know if you are interested in the price on upgrading the memory on all, some or none of your systems. Also, let me know if you would want us to setup the offsite backups and clone software on the servers. We can also do that whenever you are ready.

We are open 10am to 7pm Mon - Friday or Sat 10am-5pm

After/Before hours contact Dennis, call 401-762-0660 and press extension "6".

Thanks for your time and hope to hear from you soon,

Nick

Main Contact

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