



Silver CARE Service Plan Description

We provide small and mid-sized companies the information technology (IT) advantages of big companies, so you'll get the most from your technology investment – guaranteed!

VM Systems offers Silver CARE service as an annual service to local clients having systems with 6 – 10 computers.

Our “Value Method” Approach

Our Value Method brings a level of professionalism and manageability to your internal systems, helping you use IT as a strategic tool in your business.

We begin with an annual audit which helps us to help you:

- ✓ understand what you have
- ✓ identify needs and risks
- ✓ establish a recommended action plan

Upon completion of the audit and presentation of the audit report we work with you to prepare an annual plan for your business.

This plan may be as simple as providing on-site support for ½ day every month, or rectifying risks identified during the audit, or the implementation of a strategic project such as designing and deploying a website that ties-in with in-house systems.

Satisfaction Guarantee

Complete client satisfaction is our goal, and we believe in this so strongly that we will back it up with a guarantee – in writing.

If you are not satisfied with our service for any reason, let us know. If we have not rectified the problem to your satisfaction within two weeks we will refund a portion of your annual Silver CARE service fee.

Response-Time Guarantee

If you have a systems emergency that is impacting your business we will respond within one business day. If we

fail to respond within one business day, the first two hours of service to resolve the problem are on us.

Our Annual Audit

Once each year VM Systems conducts a comprehensive systems audit, along with a management report, that addresses the following:

- ✓ comprehensive hardware inventory
- ✓ software inventory by computer
- ✓ software license inventory by computer (discrepancies will be identified)
- ✓ power and battery-backup audit
- ✓ backup and recovery audit
- ✓ firewall integrity report (for clients with internet access)
- ✓ basic systems security audit
- ✓ basic operational procedures audit, including:
 - ✓ backup procedures
 - ✓ new hire/termination checklists
 - ✓ hurricane preparedness checklist
- ✓ applications inventory
- ✓ risk assessment

Our annual audit includes a 45 minute management presentation, scheduled once the audit report has been prepared.

On-Site Support

In addition to the annual audit, Silver CARE clients are allotted 6 days per year for on-site support. This time can be assigned in a flexible manner based upon the annual audit and an action plan jointly agreed by client and VM Systems.

The time can be allotted to periodic on-site support (e.g. ½ day per month) or applied towards specific projects on the action plan.



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Any allotted time not used by the end of the year is automatically rolled-over into the following year.

Talk to us about our flexible payment plans.

Remote Support

Silver CARE service clients are also entitled to remote email and phone support, up to 12 incidents per year are included in the plan (up to 2 hours resolution time maximum per incident).

Web and Email Hosting

Silver CARE service plan clients have access to web site and email hosting provided by VM Systems. The Silver hosting plan includes:

- ✓ a website with 200MB storage
- ✓ 2GB traffic per month
- ✓ 10 POP/IMAP email accounts (unlimited aliases)
- ✓ self-service administrative web console
- ✓ remote mail access via the web (webmail)
- ✓ SPAM detection at the server
- ✓ SSL (secure website traffic if required, client SSL certificate procured and installed at cost)
- ✓ Domain Name Service for your domain
- ✓ PostgreSQL / MySQL database
- ✓ MS FrontPage Server extensions
- ✓ CGI, PHP and SSI

Additional Services

Silver CARE service plan clients can obtain additional services at hourly rates.

We also offer off-site secure internet backup at a rate of \$10 per Gigabyte per month.

24 x 7 support is available as an option on a per incident basis.

We can also undertake larger strategic projects for clients such as systems integration or custom solution development.

Billing and Reporting

Client bills include an activity statement for the previous period as well as a year-to-date summary detailing time and incidents used and available.

Service Plan Summary

<i>Silver CARE</i>	
Computers on network	6 – 10
Annual audit	Yes
Satisfaction guarantee	Yes
Emergency response	Within next business day
On-Site support / project work	6 days / year, e.g. monthly ½ day
Phone/email support	12 incidents
Web-hosting & email	Silver
Off-site mirrored backup	Optional
24 x 7 support	Optional

Our Background

VM Systems has been doing business in Naples, Florida since 1999. We have extensive backgrounds in Information Technology, not just as vendors but also as business clients.

We have provided out-sourcing services to a variety of clients ranging from local startups to billion dollar multi-nationals.

We can help you use IT to realize your business's full potential.

Contact Information

To schedule a free consultation and find out what Silver CARE can do for your business, contact David Marshall:

email: dmarshall@vmguys.com

VM Systems, Inc.

10621 Airport Road N., Suite 3

Naples, FL 34109

Phone: 239 596-2480

Web: www.vmguys.com