

# ComTech

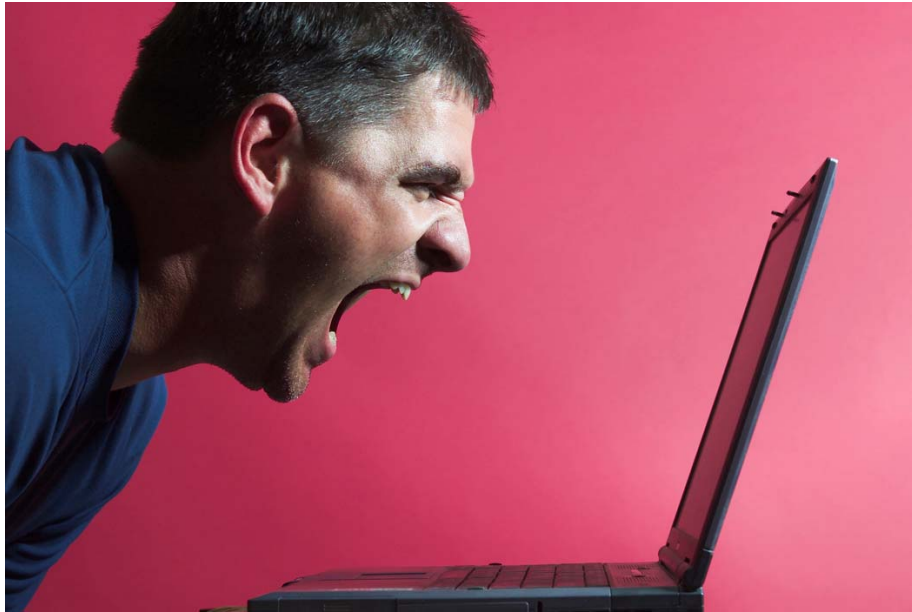
Make The Right Move



Choose the Right IT Provider



ActiveCare™



Have you ever felt like this?



**Helping You Work Smarter**

# Introduction

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A proactive model is much more effective than the old reactive model. ActiveCare™ Managed Services from ComTech is the solution that will be good for everyone involved. ComTech's ActiveCare™ model is a win situation for you as we take you into the next technical step of computing.

Your interest in ComTech's products and services is greatly appreciated. ComTech started business in 1987 to provide small to medium businesses (SMB) well needed service and support for computer repair and networking, ComTech is now known as the premier computer service center for networking support and repair throughout Central Texas. ComTech's desire is not only to provide quality parts and equipment, but superb service, repair, and total office management. Since our opening day we have been dedicated to our customer's satisfaction.

Through the years ComTech has seen and been through many technical changes. As always I have strived to do the right things for our clients and help them be productive in their office. I have always said "If you're not productive then ComTech is not productive". During all those years in business we have worked on a break-fix scenario with repair and services. This way of doing business is no longer working correctly in our technological world. With all the security threats that we have in our day-to-day environment including Malware/Spyware, Viruses, Pop-Ups, Key loggers, wireless security holes plus all the things hackers can do to ruin your day, a proactive approach is no longer a luxury, it is a necessity.

Businesses have the tedious tasks of day-to-day duties to include making sure your backups are good, are things up to date, are licenses good and what and where is our equipment? Do you know what your people are doing on the Internet? Do you know which person is taking up most of your bandwidth? If your users encrypt files will you be able to access them if they leave unhappy? Are you and your business compliant for today's government I.T. and privacy standards? I can tell you, most are not. Plus we all have many other distractions from things just not working right. Then, at the end of the day we wonder what did we accomplish.

ComTech's ActiveCare™ Managed Services is one of the most exciting segments in ComTech's history of the service business. It will be a huge opportunity for ComTech to transform the relationship we have had with our clients from that of a vendor and service center to a "virtual Office and I.T. department", and in that process drastically reduce your day to day distractions.

Once again thank you for your time and interest.

Regards,

Handwritten signature of Raymond P Wiater

Raymond P Wiater  
President,



# ActiveCare™

## Features and Functions

### ActiveCare™

ActiveCare™ is the software infrastructure that all of ComTech's ActiveCare™ monitoring and reporting lies. ActiveCare™ has a secure 256bit encrypted connection to ComTech's servers where it is monitored 24/7/365.

### Antivirus

ActiveCare™ can track and verify the integrity of well known antivirus programs and alert ComTech of unsynchronized antivirus definition files. ComTech also bundles, at no extra cost, AVG Professional antivirus for server, desktop and gateway protection.

### Malware/Spyware Protection and Removal

ActiveCare™ incorporates a comprehensive engine (Counterspy from Sunbelt Software) that runs seamlessly and automatically in the background daily to protect desktops against malware, spyware and worms.

### Dashboard

ActiveCare™ has a built-in web dashboard driven user interface (UI) that gives our customers a bird's eye view of IT assets (servers, desktops, network devices) across the customers site(s).

### Reporting Engine and Executive Reports

ActiveCare™'s reporting features contain pre-defined reports for asset management, performance trending, patch analysis, antivirus and anti-spyware details as well as change reports. ActiveCare™ also contains a report builder where you can create a report of your liking. Lastly, ActiveCare™ generates "Executive Reports" either on-demand or at the end of the month which will be presented to the customer quarterly.

### Monitoring and Trend Reporting

ActiveCare™ features include monitoring for availability, performance, capacity and security with an advanced escalation and an alerting system to proactively notify ComTech in case an element in our customer's network develops a problem. Secondly, ActiveCare™ stores the data gathered from monitoring for generating trend analysis reports, analytical reports and summary reports. Such reports are very useful for planning and predictive analysis. ActiveCare™ works on a remote monitoring architecture and supports a variety of protocols such as SNMP, WMI, Event Log Monitoring, SSH/Telnet, PerfMon, etc.

### Servers/Devices

Servers and the server operating system are monitored for various parameters such as CPU, memory, disk, event log information, critical processes, services and response time. Directly out of the box, ActiveCare™'s features include monitoring parameters for Windows, Linux, IP Devices and SNMP enabled devices such as printers, routers, switches and firewalls.

# ActiveCare™

## Features and Functions

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### Applications

ActiveCare™ contains pre-compiled parameters to monitor well-known applications such as Exchange, SQL Server, Terminal Server, Oracle, Citrix, Anti-Virus, Blackberry and a host of other applications. The ability to monitor the entire stack of the application and the server makes problem detection and planning very easy.

Backup Monitoring and managing backups, especially tape backups, are highly time-consuming tasks. ActiveCare™ has an extensive module dedicated to reporting and monitoring backups from Veritas Back Exec. Issues like tracking failed and completed jobs, time taken for backups and reports on restores are all included.

### Asset / Inventory Management

ActiveCare™ contains a detailed inventory management module that automatically scans a network and develops a comprehensive inventory of desktops, servers, software and network configurations. IT asset audits, determining license compliance and determining upgrades is a job made easy. This module also features change tracking, hardware and software, between multiple asset scans.

### Remote Control

ActiveCare™ allows either permission based or unattended remote control of desktops and laptops when they are connected to the Internet. Similarly, ComTech's engineers can use ActiveCare™ to remote into servers through Remote Desktop Protocol (RDP) without opening ports or without needing to know the server's IP address. Every remote control session has audit and screen capture functions.

### Software and Job Deployment

ActiveCare™ can be used to deploy software, updates and fixes automatically to desktops and servers across the network. Any package or script can be deployed such as a MSI package, a batch file or a custom developed package.

### Patch Management

ActiveCare™ has a built-in engine to scan the network for missing security patches which can then be automatically downloaded, packaged according to each machine's configuration and delivered. As part of the patch management process we have a security team in place that provides a whitelist blacklist service for all Microsoft patches and updates.



### Q. How can my business save money by using the ActiveCare™ Solution?

- A. Unpredictable IT costs place a real burden on your business. The ActiveCare™ Solution gives you predictable, monthly IT expenses by eliminating the costs of upgrades, monitoring, patching and operations of your infrastructure. We give you the flexibility to choose from three scalable plans ActiveCare™ Monitor, ActiveCare™ Manage and ActiveCare™ Complete. You pick the plan that is right for you. This allows you to redirect IT resources, reduce unanticipated support costs and plan your expenses accurately. For a complete cost analysis, contact ComTech Sales at (254) 770-1210. You may be surprised at how much we can reduce your current IT spending.

### Q. Why should my business choose the ActiveCare™ Solution over hosting?

- A. The greatest advantage ComTech has over hosting is that if our network or your Internet Service Provider's network goes down, your systems are still operational. Because the servers reside at each company's premises, the only thing lost during an outage is monitoring and remote backups. ComTech will be immediately notified of such an outage and will help restore the network. The ActiveCare™ solution also includes many of the benefits of hosting, such as security and server monitoring, remote storage of data and fixed monthly fees but for significantly lower cost.

### Q. What if my business already has an IT staff?

- A. More than a third of all businesses using the SAAZ solution also employ a part-time or full-time IT staff. By eliminating the necessity to work on low-level, repetitive, non-strategic tasks, the ActiveCare™ solution frees your staff to

- Intranet portal services for employees
- Extranet portal services for customers
- Line of business applications
- Employee technical training
- Database development and management
- Application performance reporting
- Management of digital dashboards
- Web site development and management
- Aligning IT goals with long-term vision of the management team
- Professional training and certifications

focus on long-term strategic technology objectives, such as:

The ActiveCare™ Solution provides a solid foundation for these initiatives and allows your company to maximize its IT investment.

### Q. How does ComTech handle backups?

- A. Backups are continual and managed remotely. All data is stored locally and remotely sent to the ComTech data center in AZ and MD. The initial monthly fee includes 30/60 GB of remote storage, and additional storage is available for an added fee. ComTech can retrieve customer files from up to 30 days prior to the last backup and this window can be extended for an additional fee.

### Q. What kind of hardware is included with the ComTech solution?

- A. ComTech does not provide the hardware; however, we will work with you to choose hardware from any tier one vendor. We can assist in setting up lease programs to make your upfront costs minimal. ComTech's only requirement is your equipment be under an approved maintenance agreement or have a qualified parts program.

### Q. What kind of software is included with the ComTech solution?

- A. ComTech provides software from Microsoft, SAAZ, Symantec, AVG Sunbelt and many more. ComTech provides a very robust software and support platform for small businesses to grow on. The specific software will depend upon the requirements of the customer.

III.

# ActiveCare™

## FAQ

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**Q. Do we need a disaster and recovery plan?**

A. The ComTech ActiveBDR solves most IT-related disaster and recovery problems. In the event of a disaster, such as theft or fire or other acts of nature, ComTech can build a new server with your most recent data and have it on your premises within 24 hours. Customers will still need to plan for desktops and other business specific processes.

**Q. If we accidentally delete a file, how will ComTech restore it?**

A. Simply call the Help Desk and a support representative will restore it over the phone. Or, send requests via email:

**Q. How safe is our data?**

- 24x7 card key access, biometric palm scans
- 24-hour on-site staffed NOC (Network Operations Center) and security staff
- Intercoms, security cameras, pin code with picture IDs
- Closed-circuit television and video monitoring & permanent recording to DVD
- Multiple AC unites to keep environment at a constant temperature and humidity
- Multiple power delivery units
- Multiple UPS
- Backup generator
- Battery backups with chargers
- Automatic Transfer Switch (ATS) and Automatic Throw-Over (ATO) to switch between Public Service grid and generator
- Multiple Power Delivery Units (PDU)
- VESDA smoke detection
- FM200 Fire Suppression—Two-stage pre-action dry pipe sprinkler system

A. The ComTech data center is a new state-of-the-art facility that includes:

**Q. How often are the server and software updated?**

A. Under the ActiveCare™ Manage and ActiveCare™ Complete plans the server software is updated every time an update is release according to the published service level.

**Q. How are patches and service packs applied?**

A. Service packs and software updates are applied after ComTech fully tests each one in the lab. All updates are performed after business hours or according to the customer's schedule.

**Q. Do we need an Internet connection?**

A. Yes – the ActiveCare™ solution requires a broadband (DSL or Cable) or better connection. If you don't have a broadband connection, ComTech can install one for an additional fee.

**Q. What are the contract terms?**

A. The term of the contract is 36 months. Both parties have the option to cancel with a 60-day cancellation notice. Specific terms will be in the Service Level Agreement (SLA).

**Q. What if we decide to cancel the service?**

A. ComTech will simply terminate the service, remove the services from the server or transfer the services to the customer. Certain prepaid items may be required to be paid to ComTech. Our intention is to make it very simple for you to enter or leave a ActiveCare™ commitment.



# ActiveCare™ Services

ActiveCare™ Desktop provides an array of essential Desktop management services at a flat rate to small and medium sized businesses (SMB's). ComTech helps you minimize the considerable hidden costs of Desktop ownership. ComTech also minimizes the daily hassles involved with using and managing technology, so you can get on with your business.

## General challenges

- ◇ Reliability of network is in question.
- ◇ Security in question.
- ◇ Spending patterns of IT are erratic.
- ◇ Limited information or transparency other than when something breaks.
- ◇ Network downtime is costly to your business bottom line.
- ◇ Internal IT is too costly.
- ◇ Spend too much time solving minor IT problems.
- ◇ Too many day to day distractions.

## With ComTech's ActiveCare™ you will get:

- ◇ Peace of mind
  - ◇ Leave the fire fighting to us. Let us be your network watchdog, allowing you to focus on your core business and revenue-generating activities.
- ◇ Increased productivity
  - ◇ Reduce the business impact of IT failure by shortening the mean time from network failure to issue resolution by allowing us to watch your network through our priority response guarantee.
- ◇ Cost Savings
  - ◇ 24x7x365 monitoring provides visibility into your network allowing us to immediately determine the root cause of any network issue, thereby reducing the timely task of issue diagnosis from hours to mere minutes—resulting in substantial cost savings and downtime reduction for you.
- ◇ Accountability & transparency into your ISP or other hosted applications.
  - ◇ Because we can monitor the connectivity of your internet connection and other hosted applications, we can provide reporting around the actual delivery of such service level you are paying for. Services—all designed to ensure you are receiving the guaranteed services you are paying for.
- ◇ Access to a wealth of IT expertise and experience
  - ◇ Our staff has over 100 years of combined experience and is accredited by Cisco, CompTIA, Microsoft, Novell, and many others.

# ActiveCare™ Services



The ActiveCare™ service is a 24x7 service covering the monitoring and maintenance of desktops, servers, and network devices. ComTech has created the following service plans to give you a high-level of flexibility in choosing what services best suit your needs:

## ActiveCare™ Manage for Desktops:

This is a preventive maintenance service for desktops designed to proactively and regimentally maintain the most troublesome areas of desktop management such as virus problems, spyware issues and patching. It is performed as a unobtrusive, background service. The services performed under ActiveCare™ Monitor for Desktop Care are:

- ◇ Antivirus Management
- ◇ Spyware Management
- ◇ Temporary File/Internet Debris Removal
- ◇ Patch Management

ActiveCare™ Manage also comes with for troubleshooting problems related to desktops. These service tickets are worked on by the engineers at our service center after business hours.

## ActiveCare™ Manage for Servers:

This is a complete 24x7 server monitoring & troubleshooting, remediation, maintenance and management solution. ComTech engineers monitor and troubleshoot server problems based on alerts and early warning information received from the ActiveCare™ software as well as troubleshooting requests received from the local ComTech engineers. Remote Server Care covers the following:

- ◇ 24x7 monitoring, analysis and escalation
- ◇ Antivirus monitoring
- ◇ Backup monitoring\*
- ◇ Patch management
- ◇ Service Pack Installation
- ◇ Early Warning and Preventive Alerts for:
  - ◇ Hardware (memory, disk, RAID and UPS)
  - ◇ Microsoft Windows 2000 and upwards
  - ◇ Active Directory
  - ◇ Linux
  - ◇ Microsoft Exchange 2000 and upwards
  - ◇ Microsoft SQL Server 2000 and upwards
  - ◇ Citrix Metaframe
  - ◇ Antivirus

\* Backup can only be monitored and/or managed on qualifying backup solutions

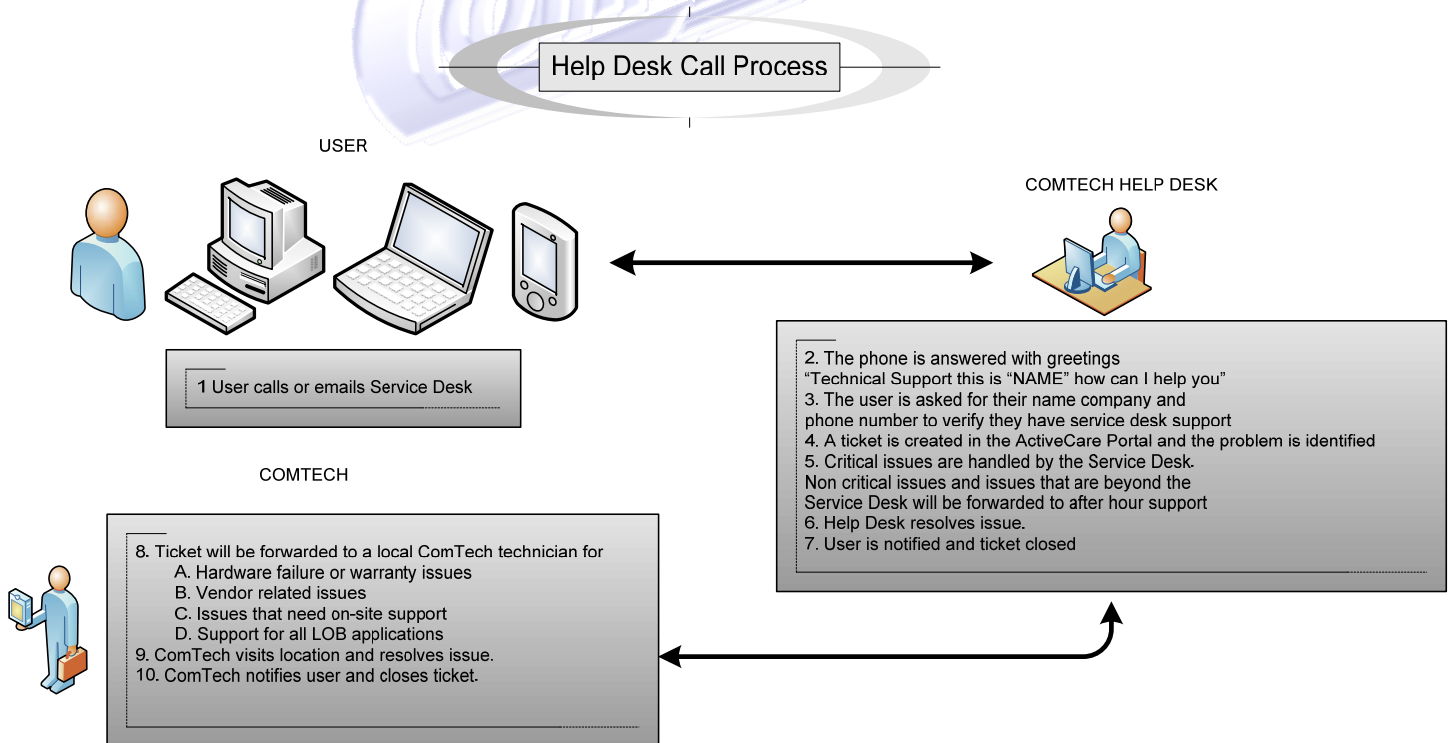
# ActiveCare™ Services



## ActiveCare™™ Complete for Desktops:

All the services of our ActiveCare™™ Manage for Desktops along with a live Service Desk provides end-users with immediate support, which is a key component needed to provide ActiveCare™™. While a large number of IT service providers perform this function in house, there are those who do not consider this as a core competency or do not have the right operational skills to run a live Service Desk on a fixed fee basis.

ComTech provides a live help desk from its Service Desk in Pittsburgh, P.A. The Service Desk is staffed with experienced Level 2 Technicians who have had 2 to 4 years experience supporting end-users on server, desktop, and network level issues. This service is delivered using a combination of phone and remote tools that are a part of the ActiveCare™™ Software Platform. Currently this service is available between 7:00am and 7:00pm, Monday through Friday excluding Holidays.



## ActiveCare™ Complete for Servers:

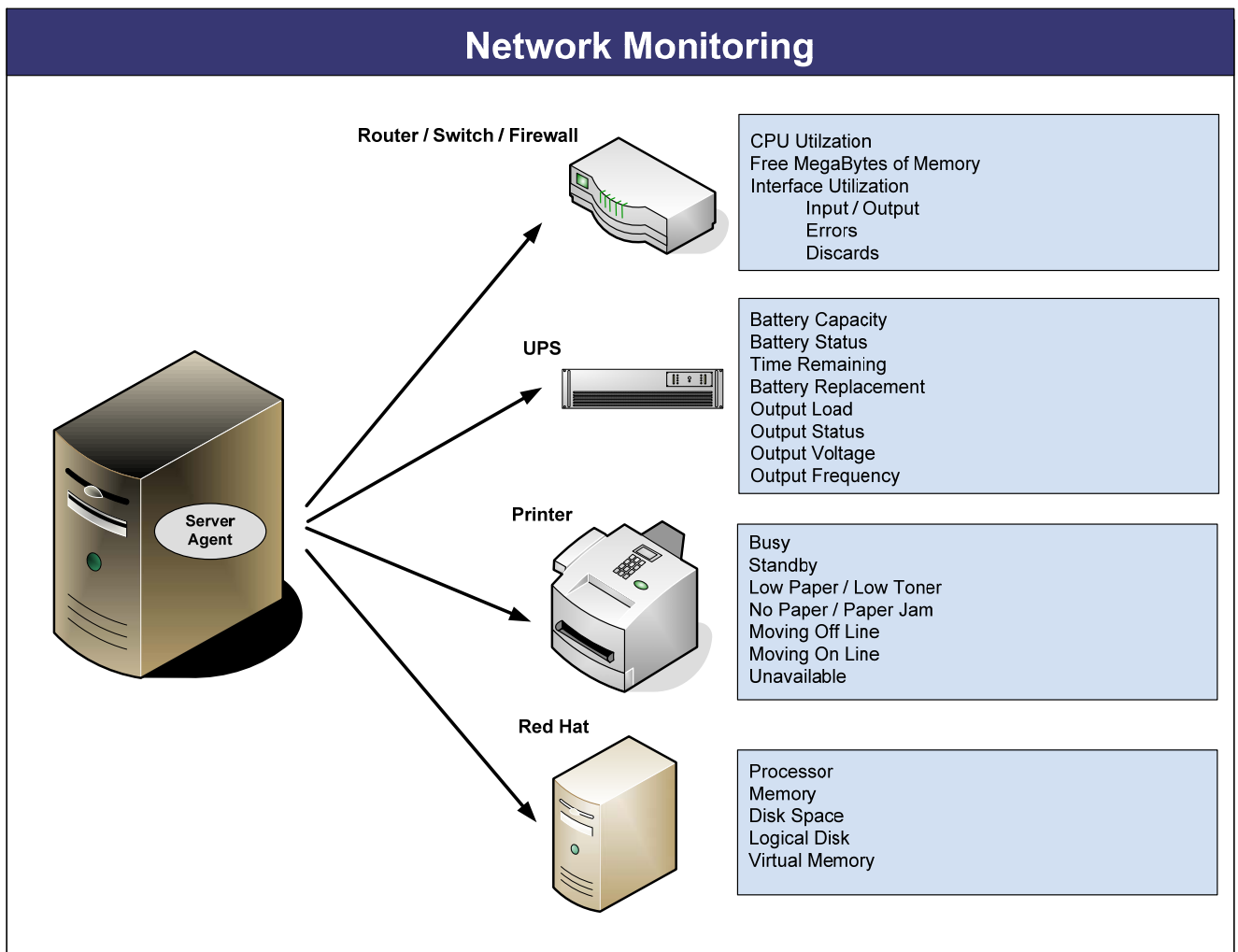
All the services of our ActiveCare™ Manage for Servers plus normal business hours on-site support in the event we need to dispatch a technician on-site, along with vendor management.

# ActiveCare™ Services



## Monitoring of Network Devices:

ComTech provides monitoring via SNMP and troubleshooting of network and hardware devices such as switches, routers, UPSs, and network Printers.



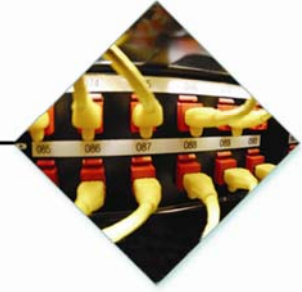
# ActiveCare™ Services



## ActiveCare™ Complete for Desktop supported applications. (All others on a best effort basis)

<b>Desktop Publishing</b>	<b>Graphics</b>
Adobe Acrobat and Reader for PC	Microsoft FrontPage
Adobe Photoshop for PC	MS PowerPoint 200/XP/2003
	Microsoft Visio
<b>Office Suites</b>	<b>Browsers</b>
Microsoft Office 2000/XP/2003/2007	Internet Explorer 5.0 and above
<b>Email</b>	<b>Anti-Virus</b>
Microsoft Outlook 2000/XP/2003/2007	Trend Micro Office Scan
Microsoft Outlook Express	McAfee Anti-Virus
	Norton Anti-Virus
	AVG Professional
<b>Word Processing</b>	<b>Database</b>
Microsoft Word 95/97/2000/XP/2007	Microsoft Access 2000/XP/2003/2007
	SQL Backup and Restore
<b>Domain</b>	<b>PC and Networking</b>
User account reset and creation	Network connectivity
Network share rights and creation	General PC hardware diagnosis
	Printers, drivers, and queues
	Database connectivity
	ODBC connections
	Citrix Metaframe / Presentation Server
<b>Desktop Operating Systems</b>	<b>Wireless</b>
Microsoft XP Pro and above	Wireless 802.11 connectivity
	PDA's—Palm OS and Windows OS
	Blackberry
	Microsoft Active Sync

# ActiveCare™ Services



## ActiveCare™ Manage

### For Desktops

Includes everything in ActiveCare™ Monitor, plus

- ◇ Service tickets which can be done remotely
- ◇ Service work that does not end client station or user interaction and is normally scheduled after hours.
- ◇ Asset monitoring and tracking
- ◇ Software compliance and changes
- ◇ Typically includes installations, uninstalls, and rollouts.

### For Servers

Includes everything in ActiveCare™ Monitor, plus

- ◇ 24/7 monitoring, troubleshooting and management
- ◇ Antivirus management
- ◇ Backup management \*
- ◇ Patch management
- ◇ Service Pack installation
- ◇ Early warning and preventative maintenance
- ◇ Early warning and preventative alerts

## ActiveCare™ Complete

### For Desktops \*\*

Includes everything in ActiveCare™ Manage, plus

- ◇ Help Desk and troubleshooting for end-users
- ◇ On-site support
- ◇ System Reloads (when necessary)

### For Servers

Includes everything in ActiveCare™ Manage, plus

- ◇ Vendor management
- ◇ On-Site Support
- ◇ Disaster Recovery—with ActiveCare™ BDR

## ActiveCare™ Security

Network Security Scan

- ◇ Security Vulnerability Assessment Scan

## ActiveCare™ Projects

All Project Work (Billed in 15 Minute Increments)

\* Backup can only be monitored and/or managed on qualifying backup solutions

\*\* Site Criteria

- ◇ Minimum of 6 PC's (smaller sites will be billed a minimum of 6 PC's)
- ◇ No Home user support

- ◇ All Managed Desktops Covered is required (cannot be just a "few" of the managed PC's on network)
- ◇ Must also include Remote Server Care

# ActiveCare™

## ROI



The decision of whether to self-manage or use third party IT Services has been a source of conflict for many technology executives. However, recent technological advances have cleared up this conflict as many companies now see outsourcing IT infrastructure as a method of lowering their IT expenses. Using ComTech as your third party to manage your infrastructure, will not only save you nearly 50% of your overall IT cost, but will also cut down on over 45% of your lag in productivity caused by down time.

We will present a case study of a typical small to medium size business having forty user desktops, three servers (one mail server, one database server and one file/print server), one firewall, one router, two switches and one network printer. The examples below show the cost difference by self-management versus using as a third party:

### Self-managed:

Consider a case in which you decide to manage your IT network by hiring your own full-time staff which is comprised of a network or IT administrator. It will cost you between \$40,000 and \$60,000 depending on your location and the local labor rates. For this example, we will fix this cost at an average of \$45,000. Additional costs for staff including benefits, sick and vacation days plus 7.5% payroll tax is about \$12,975. Your staff training on the management software would cost you about \$2,500. Your total cost will be approximately \$60,475 annually. Furthermore, you will need to purchase an IT management system and required hardware for a cost of approximately \$10,000. The annual figure of \$60,475 is based on the assumption that you have a perfect IT environment with NO problems and NO down time.

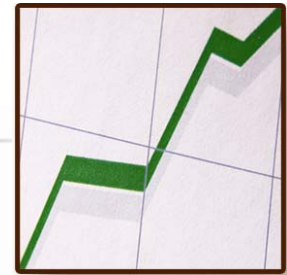
### Using ComTech as a Third Party:

With ActiveCare™, we will take the headache out of managing and troubleshooting your computers, allowing you to focus on your business, not on your IT infrastructure. Our goal is to provide complete IT asset life cycle management, maximize system up time and minimize time to resolve issues whenever they occur. Our full services option provides comprehensive services and preventive maintenance for desktops, servers, networks, and databases. We will proactively monitor your servers, manage your mail server and database server and carry out preventive maintenance on your desktops along with maintaining network devices for optimal performance. End-users will be able to call our toll-free number and talk to our experienced help desk staff about any problems they may be experiencing in their day-to-day computer operations.

In addition, you can choose the desktop preventive maintenance plan and monitoring option to match your budget if the full service portfolio goes beyond your budget requirements. For purposes of our example, we will use the ActiveCare™ Complete option for a forty user desktop environment: Our charges for full services are \$39 per month per desktop, \$109 per month per server, \$25 per month for router, \$60 per month per firewall, \$9 per networked printer, and \$9 per month switch aggregating our total annual charges to \$23,988. This provides an annual savings of \$36,487 over the self-managed example above (\$60,475 - \$23,988).

# ActiveCare™

## ROI



PRICING	Self-Managed		ActiveCare™	
	Annual	One-Time	Annual	One-Time
IT Staff	\$45,000	\$0	\$0	\$0
Staff Benefits	\$12,975	\$0	\$0	\$0
IT Management System	\$0	\$10,000	\$0	\$0
Staff Training	\$2,500	\$0	\$0	\$0
Managed Services Cost	\$0	\$0	\$23,988	\$0
Total with Supervisor	\$60,475	\$10,000	\$23,988	\$0

Soft ROI Factors	Self Managed	ActiveCare™
Average time to response	Immediate	Immediate through Help Desk
Percentage of IT problems addressed	100% All problems are attended to by the in-house team.	100% Using a toll free number end users report a problem. With remote control techniques. ActiveCare™ resolves 93% of issues instantly. All other issues require on-site support.
Loss of productivity per year Per employee (hours) Total (hours) Estimated Dollar Cost	25 hours 1000 hours \$35,000	10 hours 400 hours \$14,000
Type of Support	Reactive for 8 hours	Proactive monitoring on a 24/7 basis, toll free helpdesk from 7:00am - 9:00pm

ActiveCare™ provides this company \$36,487 in savings.  
Plus a additional \$21,000 in soft ROI factors.



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