



## MSP Service Matrix

| Features  |  | <div style="display: flex; justify-content: space-between;"> <span style="writing-mode: vertical-rl; transform: rotate(180deg);">MEpS &amp; Monitoring</span> <span style="writing-mode: vertical-rl; transform: rotate(180deg);">Entry Level</span> <span style="writing-mode: vertical-rl; transform: rotate(180deg);">Mid-Level</span> <span style="writing-mode: vertical-rl; transform: rotate(180deg);">Premium</span> <span style="writing-mode: vertical-rl; transform: rotate(180deg);">Project</span> </div> |                       |                          |               |         |
|---|--|--|-----------------------|--------------------------|---------------|---------|
|   |  | Monitor Only   | Monitor / Remote Only | Monitor, Remote, On-Site | Fully Managed | Project |
| <b>Servers</b>  |  |  |                       |                          |               |         |
| <b>Microsoft Windows O/S Patching</b> - Patches automatically updated on a regular basis to the customer's servers and desktops. MS Baseline Analyzer and MS WSUS Server used   |  |  | •                     | •                        | •             |         |
| <b>Server Performance Monitoring (Applications) (performance monitoring 2)</b> - Monitoring of the ongoing health, performance and errors in server-based applications. (Performance Monitoring 2)  |  | •  | •                     | •                        | •             |         |
| <b>Server Performance Monitoring (Hardware) (performance monitoring 1)</b> - Monitoring of the ongoing health, performance and errors of server hardware components. (Performance Monitoring 1)   |  | •  | •                     | •                        | •             |         |
| <b>Server Performance Monitoring (O/S) (performance monitoring 1)</b> - Monitoring of the ongoing health, performance and errors in server-based Operating Systems (Windows, Linux, Unix). (Performance Monitoring 1)   |  | •  | •                     | •                        | •             |         |
| <b>Server Maintenance (hardware and O/S)</b> - We conduct scheduled maintenance of server equipment ensures reliability and continued high quality service. Optimizing hard drive performance, clearing logs & temp files, O/S patch updates, and other checklisted maintenance items.  |  |  |                       | •                        | •             |         |
| <b>Desktops</b>   |  |  |                       |                          |               |         |
| <b>Workstation Application Support</b> - Microsoft Office applications only   |  |  |                       |                          | •             |         |
| <b>Desktop Performance Monitoring (Hardware and Applications)</b> - Monitoring of the ongoing health, performance and errors in the operating system software (such as Windows) as well as device hardware components of desktops and laptops. In addition, other applications can be monitored for specific conditions through log file analysis and monitoring of associated processes.   |  | •  | •                     | •                        | •             |         |
| <b>Microsoft Windows O/S Patching</b> - Patches automatically updated on a regular basis to the customer's servers and desktops. MS Baseline Analyzer and MS WSUS Server used   |  |  | •                     | •                        | •             |         |
| <b>Desktop Antivirus Management</b> - Every workstation or desktop connected to the client network is required to run antivirus software. This forms the second line of defence against viruses - ensuring that if infected files are opened on client computers, the virus is identified and file access stopped, preventing further infection.  |  |  | •                     | •                        | •             |         |
| <b>Desktop Configuration Services and Enforcement</b> - The standard user desktop design and configuration enables efficiency in the services provided by our technicians and tools, and reduces costs significantly through standardisation of the computing environment. It also assists in quicker problem-solving when issues occur, and it enables the use of hot-swap computers in the event of a hardware failure. Standard installations are maintained for Windows and Macintosh operating systems. They include the operating system (O/S), standard application packages, drivers for supported hardware and antivirus software. |  |  |                       |                          | •             |         |
| <b>Desktop Maintenance (hardware and O/S)</b> - We conduct scheduled maintenance of desktops and laptops ensures reliability and stability for users. Optimizing hard drive performance, clearing logs & temp files, O/S patch updates, physical inspections, and other checklisted maintenance items.  |  |  |                       | •                        | •             |         |
| <b>On-Site, Desktop &amp; Laptop Support</b> - When required, our technicians will travel on-site to perform hardware maintenance, proactive problem diagnosis and repairs. Priority can be placed on severe issues according to our client Service Level Agreement.  |  |  |                       | •                        | •             |         |
| <b>Network Support</b>  |  |  |                       |                          |               |         |
| <b>Active Directory Authentication Services and LDAP</b> - Through Active Directory, we provide our clients central authentication and authorization services for Windows-based computers. Active Directory also allows our engineers and tools to assign policies, deploy software, and apply critical updates to an entire organization. Active Directory stores information and settings relating to our client's organization in a central, organized, accessible database.   |  |  | •                     | •                        | •             |         |
| <b>Group Policy Management</b> - We set up and manage the infrastructure used to deliver and apply one or more desired configurations or policy settings to a set of customer's targeted users and computers within a customer's Active Directory environment.  |  |  | •                     | •                        | •             |         |
| <b>IT Hardware Remote Technical Support</b> - The support desk or NOC resolves issues with networking devices remotely when possible, as well as delivering preventative maintenance when necessary.  |  |  | •                     | •                        | •             |         |
| <b>IT Hardware Remote Technical Support (via NOC)</b> - The Service Desk / NOC provides a comprehensive maintenance, support and consultancy service for all customer computing equipment. The ability to service this equipment onsite or remotely ensures a rapid turnaround and maintains the quality of your computing assets. The Service Desk manages the database of equipment supported by IT and also maintains detailed service histories for all equipment. Remote maintenance, troubleshooting, escalation and monitoring is all driven from here.  |  |  | •                     | •                        | •             |         |



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|---|--|-----------------------|--------------------------|---------------|---------|
|   | Monitor Only   | Monitor / Remote Only | Monitor, Remote, On-Site | Fully Managed | Project |
| <b>IT Hardware On-Site Technical Support (via field engineers)</b> - The field engineering team visits customer sites when necessary for both responsive support issues as well as preventative maintenance to networking devices.  |  |                       | •                        | •             |         |
| <b>Router and Switch Availability Monitoring</b> - Monitoring the ongoing availability and connectivity of networking hardware.   | •  | •                     | •                        | •             |         |
| <b>Router and Switch Performance Monitoring</b> - Monitoring of the ongoing health, performance bandwidth, traffic and errors of networking hardware.   | •  | •                     | •                        | •             |         |
| <b>VPN support</b> - We provide support services for the ongoing operation and configuration of the customer's virtual private network.   |  | •                     | •                        | •             |         |
| <b>WAN support</b> - We provide support services for the ongoing operation and configuration of the customer's wide area network.   |  | •                     | •                        | •             |         |
| <b>Windows Domain Services</b> - We provide setup, configuration and management of the systems that respond to security authentication requests (logging in, checking permissions, etc.) within the client's Windows Server domain.   |  | •                     | •                        | •             |         |
| <b>Wireless support</b> - We provide support services for the ongoing operation and configuration of the customer's wireless and/or WIFI network elements.  |  | •                     | •                        | •             |         |
| <b>Configuration Management</b> - Configuration Management ensures that all infrastructure has accompanying documentation, and that we are aware of all system dependencies. We maintain a database of this information (the Configuration Management Database or CMDB). This assists with planning to avoid unwanted impact of changes made to other system components.  |  | •                     | •                        | •             |         |
| <b>User Support</b>   |  |                       |                          |               |         |
| <b>Customer Service Portal and Self-Service Ticket Creation and Tracking</b> - Customers have the ability to create and track a trouble ticket on our website. This is convenient for them, and takes workload off our top engineers.   |  | •                     | •                        | •             |         |
| <b>Priority Response Level</b> - As a preferred contract customer, response to your issues and requests are handled by a more stringent set of terms, and are given priority over non-contract customers.   | •  | •                     | •                        | •             |         |
| <b>Handheld Computer Support</b> - Support is available for the installation of handheld devices such as Blackberries, iPaq and Palm devices. Advice is available from assistance with purchases, through to resolution of problems using these devices. Includes Backup support  |  |                       | •                        | •             |         |
| <b>Customer Satisfaction Management</b> - It is important to us that our clients are satisfied with the services we provide. To ensure we can identify any issues, we actively seek client opinions on a regular basis via our Customer Satisfaction Survey. Responses are made to all appropriate comments, providing information or resolving issues wherever possible.   | •  | •                     | •                        | •             |         |
| <b>Helpdesk Services</b> - Helpdesk - Provides front-line support services to end-users. It is accessible by phone or email. The Helpdesk provides a responsive service for logging, tracking and resolution of issues encountered by our clients users. The IT Helpdesk is the central communications hub for all IT issues, and ensures clients are well informed of the progress of their problems. It also ensures the timely resolution of issues through a well defined escalation process. |  | •                     | •                        | •             |         |
| <b>Incident Management</b> - Incident Management is a set of processes whose aim is to ensure any interruptions to normal service for our clients are kept to a minimum, and the client is returned to normal operations as soon as possible. In the event of delays, the Incident Management processes ensure appropriate escalation of incidents to expert staff for timely resolution.   | •  | •                     | •                        | •             |         |
| <b>On-Site, Deskside User Support</b> - This hands-on support enables our clients to get the best out of their computing resources and includes assistance with support, maintenance, planning and minor training issues.   |  |                       |                          | •             |         |
| <b>Backup</b>   |  |                       |                          |               |         |
| <b>Data Assessment and Analysis</b> - Our technology consultants work with the customer to assess the current use, manipulation and storage of various customer data to determine if any changes to the process are required. This analysis also leads directly into a disaster recovery plan creation and design.  |  |                       |                          | •             |         |
| <b>Identification of Essential Data</b> - Our technology consultants work with the customer to identify and categorize critical data. This information can be used as a starting point in planning and designing a backup strategy.   |  | •                     | •                        | •             |         |
| <b>Monitored Backup Solution</b> - We can continually monitor success, failure or errors related to your on-site tape backup solution.  | •  | •                     | •                        | •             |         |
| <b>UPS monitoring</b> - We monitor the ongoing performance of installed power supply solutions to ensure they are functioning properly, and are notified if abnormal conditions or failures occur.  | •  | •                     | •                        | •             |         |
| <b>Disaster Recovery</b> - We design, document and test a custom disaster recovery plan for each client. Critical data and devices are identified and incorporated into the plan to ensure a rapid recovery from a data loss or service interruption.   |  |                       |                          | •             |         |
| <b>High Availability Services</b> - For customers who have business applications with high availability needs, we implement a plan to have mirrored failover systems so that the threat   |  |                       |                          | •             |         |



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|---|--|---|-----------------------|--------------------------|---------------|---------|
|   |  | Monitor Only  | Monitor / Remote Only | Monitor, Remote, On-Site | Fully Managed | Project |
| <b>Hot Spare Program</b> - In order to minimize disruption to clients, we provide a service where damaged or faulty equipment can be swapped with a loan machine while it is repaired. These hot-spare machines are pre-configured with the standard customer operating environment and core applications, to enable staff to continue to work almost immediately.  |  |   |                       |                          | •             |         |
| <b>Security</b>   |  |   |                       |                          |               |         |
| <b>Availability / Connectivity Monitoring, Firewalls</b> - Continuous monitoring of the availability and connectivity of the customer's firewall to ensure the device is up and running.  |  | •   | •                     | •                        | •             |         |
| <b>Firewall Management</b> - We maintain the system version software and operating system of the customer's firewall, continually manage policy and configuration changes, and coordinate necessary service outages with the customer to minimize access and security interruptions.  |  |   | •                     | •                        | •             |         |
| <b>Managed Endpoint Security</b> - We provide fully managed enterprise class end point software, monitored by us 24/7. Proactive advanced security features ensure an additional protection layer against all types of malware, targeted attacks and Internet threats.  |  | •   | •                     | •                        | •             |         |
| <b>Printer Services</b>   |  |   |                       |                          |               |         |
| <b>Preventative printer maintenance</b> - We conduct regular, manufacturer-recommended preventative maintenance on specific brands of customer printers and multifunction devices.  |  |   |                       | •                        | •             |         |
| <b>Printer performance monitoring</b> - Monitoring of the ongoing availability and performance of the hardware and printing interface. Monitoring and optional notification of networked printer connectivity, page counts, and toner levels, and specific printer error messages.  |  | •   | •                     | •                        | •             |         |
| <b>Consulting</b>   |  |   |                       |                          |               |         |
| <b>Asset Tracking and Reporting</b> - We supply customers with a regular, detailed IT asset reports, also showing changes over time, either new assets appearing or previous assets disappearing.   |  | •   | •                     | •                        | •             |         |
| <b>Hardware and Software Procurement Assistance</b> - Research, analyze and evaluate possible solutions for clients. Technical advice is available to ensure equipment and applications will perform the tasks required. It is also important that equipment complies with our policy to ensure appropriate quality, reliability and supportability.  |  | •   | •                     | •                        | •             |         |
| <b>Hardware Service History</b> - A detailed service history for all managed or serviced equipment is maintained. This ensures that trends in faults and in the reliability of equipment are more easily spotted, and we can move to ensure rectification to avoid the occurrence of high impact incidents.   |  | •   | •                     | •                        | •             |         |
| <b>IT Asset Lifecycle Management</b> - The centralized purchasing of IT equipment allows an automated system to add the equipment into the client Fixed Assets Register, and to the Configuration Management Database. This ensures accurate records are kept on the location, specifications and usage of all equipment. We plan and manage the optimal functioning lifespan of our client's IT assets, and plan for their upgrade, retirement and/or replacement in an ongoing fashion. |  | •   | •                     | •                        | •             |         |
| <b>License Compliance Reporting</b> - We supply a regular report showing actual licenses consumed of a specific application, compared to the number of installations of that application. This allows customers to stay within compliance of their vendor software licensing agreements.  |  |   | •                     | •                        | •             |         |
| <b>Network Assessments and Auditing</b> - Using a combination of industry-standard tools and procedures, we document and assess a customer's network, looking for areas of vulnerability, bottlenecks, service gaps and other concerns about the network in its ability to support the customer's business services and requirements. At the conclusion, we offer a report that categorizes and details the findings, with emphasis on areas that require change or improvement.          |  |   |                       |                          | •             |         |
| <b>Reporting, technical analysis - Initial Report</b> - We supply our customers with regular reports that have analysis of technical issues. They include: Windows patch levels/success, backup performance, O/S errors, security issues, application compliance and more. and others are linked to their impact on those business functions.   |  | •   | •                     | •                        | •             |         |
| <b>Reporting, technical analysis - Semi-Annual Report</b> - We supply our customers with regular reports that have analysis of technical issues. They include: Windows patch levels/success, backup performance, O/S errors, security issues, application compliance and more. and others are linked to their impact on those business functions.   |  |   | •                     | •                        |               |         |
| <b>Reporting, technical analysis - Quarterly Report</b> - We supply our customers with regular reports that have analysis of technical issues. They include: Windows patch levels/success, backup performance, O/S errors, security issues, application compliance and more. and others are linked to their impact on those business functions.   |  |   |                       |                          | •             |         |
| <b>Reporting, technical usage - Initial Report</b> - We supply our customers with regular reports that have detailed technical usage metrics. They include: bandwidth, traffic, disk utilization, network incidents, memory, CPU.   |  | •   | •                     | •                        | •             |         |



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|---|---|-----------------------|--------------------------|---------------|---------|
|   | Monitor Only  | Monitor / Remote Only | Monitor, Remote, On-Site | Fully Managed | Project |
| <b>Reporting, technical usage - Semi-Annual Report</b> - We supply our customers with regular reports that have detailed technical usage metrics. They include: bandwidth, traffic, disk utilization, network incidents, memory, CPU.   |   | •                     | •                        |               |         |
| <b>Reporting, technical usage - Quarterly Report</b> - We supply our customers with regular reports that have detailed technical usage metrics. They include: bandwidth, traffic, disk utilization, network incidents, memory, CPU.   |   |                       |                          | •             |         |
| <b>Reporting, business impact- Initial Report</b> - We author custom reports for customers that tie network and IT performance to their core business functions. Issues such as availability, downtime, industry or security compliance, data backup and others are linked to their impact on those business functions.   | •   | •                     | •                        | •             |         |
| <b>Reporting, business impact- Semi-Annual Report</b> - We author custom reports for customers that tie network and IT performance to their core business functions. Issues such as availability, downtime, industry or security compliance, data backup and others are linked to their impact on those business functions.   |   | •                     | •                        |               |         |
| <b>Reporting, business impact- Quarterly Report</b> - We author custom reports for customers that tie network and IT performance to their core business functions. Issues such as availability, downtime, industry or security compliance, data backup and others are linked to their impact on those business functions.   |   |                       |                          | •             |         |
| <b>Vendor Relationship Management</b> - We maintain direct relationships with hardware and software manufacturers and vendors, effectively communicating with them on behalf of our customers   |   |                       |                          | •             |         |
| <b>Business Continuity Planning</b> - We identify, understand and prioritize the criticality of business processes to reduce risks during a business interruption. Using that information, we implement a plan to keep customer business services available during emergencies or while other supporting services are interrupted. To further support that goal, we develop and implement rapid restore procedures.   |   |                       |                          | •             |         |
| <b>Change Management Services</b> - Change Management ensures that all changes to the client infrastructure follow our standardized methods and procedures for efficient handling of all changes, to ensure minimisation of impact on the client's operations and infrastructure.   |   |                       |                          | •             |         |
| <b>Hardware Evaluation</b> - A Hardware evaluation service is provided when necessary for non-supported computer equipment and for on-going evaluation of preferred supplier's new products.  |   |                       |                          | •             |         |
| <b>Workflow Assessment and Optimization</b> - We help you document, analyze and standardize the most efficient way for your employees to use your network to effectively support your business.   |   |                       |                          | •             |         |
| <b>Project</b>  |   |                       |                          |               |         |
| <b>Cabling</b> - Cabling services including data wiring and cabling, LAN and WAN switches, wireless, routers and an array of other, specialized networking equipment.   |   |                       |                          |               | •       |
| <b>Data Recovery</b> - Accidental deletion of emails or email folders occasionally requires recovery from the backup services. In the unfortunate event that data is deleted, corrupted or lost, we offer services to assist with recovery of this data. Damaged floppy disks or hard drives may in some cases still contain valuable data. Our staff can, in conjunction with other staff, use specialist tools to aid in recovery of this data.   |   |                       |                          |               | •       |
| <b>Hardware and Application Installation</b> - Staff are available to install and configure new equipment for departments, and arrange for the transfer of existing software and data, if required  |   |                       |                          |               | •       |
| <b>Hardware-as-a-Service</b> - We offer select customers access to our Hardware-as-a-Service solution. It incorporates a fully-managed IT support solution, coupled with the usage of all necessary IT assets. For a single monthly fee, the customer has access to all IT assets, with a full maintenance and support contract so that all their monthly IT expenses are part of the solution, and there are no additional charges. The customer doesn't own the IT assets, but rather pays for their usage and support in one, blended payment. |   |                       |                          |               | •       |
| <b>LAN/WAN/VPN Design &amp; Implementation</b> - We offer network design and implementation of LANs, WANS, VPN, WLANs and alternative wireless networks, to build a network that matches the customer's needs.  |   |                       |                          |               | •       |
| <b>Leasing Services</b> - We have relationships with lenders or leasing companies, and can facilitate the leasing or financing of IT purchases for our customers.   |   |                       |                          |               | •       |
| <b>Procurement Services and Hardware Sales</b> - We offer a wide variety of hardware components and devices from the leading technology manufacturers. Thousands of products, ranging from desktop computers to network routing equipment and software applications are available at very competitive prices. In addition, we can research devices and applications on your behalf to find the optimal fit for your business.   |   |                       |                          |               | •       |
| <b>Telephone &amp; PBX solutions</b> - We design and implement business telephone systems that suit our customers' needs. Analog, messaging, voicemail and other telephony components are available.  |   |                       |                          |               | •       |



## MSP Service Matrix

|  | MSP & Monitoring | Entry Level           | Mid-Level                | Premium       | Project |
|--|------------------|-----------------------|--------------------------|---------------|---------|
| Features   | Monitor Only     | Monitor / Remote Only | Monitor, Remote, On-Site | Fully Managed | Project |
| <b>Virus Disinfection</b> - We provide disinfection services, ensuring the complete recovery of any computers infected during outbreaks of any given virus.  |                  |                       |                          |               | •       |
| <b>VoIP solutions</b> - We design and implement business telephone systems that suit our customers' needs. VoIP, messaging, voicemail and other telephony components are available.                        |                  |                       |                          |               | •       |
| <b>Application and Web Development</b> - Through our skilled software developers, we offer web development, and custom client-server application creation and development to meet specific customer needs. |                  |                       |                          |               | •       |
| <b>Graphic Design</b> - We offer professional graphic and design layout for websites, documents, publications or other requirements.   |                  |                       |                          |               | •       |

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