



Managed Services Plan Glossary

Unlimited Telephone Support (During normal business hours)

Our LEDS technicians are available to help you by telephone and can help walk you through common server problems such as network connectivity, e-mail retrieval and file access. If the identified problem cannot be resolved over the telephone, the technician will arrange for on-site support.

Unlimited Remote Support (During normal business hours)

Remote Support allows LEDS technicians to view your computer screen and work with you to resolve your computer problem.

Unlimited On-Site Support (During normal business hours)

If a computer problem cannot be resolved by telephone or remote support, LEDS will arrange for a technician to resolve your computer problem on-site at your office location. Silver and Gold subscribers can receive this service billed at an hourly rate.

After Hours Support (5 pm - 8 am)

LEDS will respond to emergency computer problems after your normal business hours and on weekends (Monday – Friday 5:00 pm – 8:00 am, Saturday and Sunday 24 hours). Emergency support is available via telephone, remote, or on-site to ensure that your business remains productive.

Event Log Monitoring

LEDS will proactively monitor your event logs to ensure that warnings and signs of trouble are handled prior to them affecting your network health. Through advanced web based monitoring tools, LEDS technicians will be alerted to immediately address critical issues 24 hours a day, 7 days a week.

Log File Maintenance

Log files catalog every request made to a particular server. LEDS will determine the correct log maintenance schedule for your servers to reduce storage requirements, increase server performance and reduce the risk of down time.

Drive Space Monitoring

Drives that are close to space capacity are at risk for crashing and losing files. LEDS will monitor your drive space and notify you to remove files or add additional storage to safely maintain your important company data before it causes any system down time.

Backup and Disaster Recovery – Server and Workstations

Computer hard drives can fail, and when they do, data is lost and business comes to a halt. LEDS' managed services programs can provide a process that creates an exact copy of a computer's hard drive, and saves it to another location. When a hard drive fails and is replaced, the exact copy of the contents of the old hard drive can be put on the new drive, without the need to reload programs or restore data. This process is both time and cost efficient.

User Account Administration

LEDS will help you add or remove users from your network resources.

Virus Definition and Prevention

Viruses can bring your business to a screeching halt and damage critical data. LEDS will monitor and manage your company's server security, anti-virus software, firewall, and VPN (virtual private network) and install security programs to protect your information and systems.

Microsoft Exchange Maintenance and Administration

If your business uses Microsoft Exchange for your company e-mail system, LEDS' automated monitoring will ensure the system stays running.

Asset Management

You will have access to an online inventory report of your business' computer hardware and software resources.

Case Management

LEDS maintains a computer problem log that allows you to view a complete summary of computer issues and resolutions. Your LEDS manager will address resolutions for computers that require ongoing support.

Desktop Optimization and Management

Spyware and adware are computer programs that computer users may accidentally download onto their computer. Spyware monitors the computer user's activity on the internet, gathers files, e-mail addresses, and password information, and transmits that information to an outside source. Adware also collects computer user's activities and uses that information to show internet advertising on the computer's browsers – often resulting in the user being bombarded with pop-up ads. Both programs are uninvited and almost always unwanted. LEDS will prevent both spyware and adware from entering by continuously monitoring your company's computers and by educating employees on ways to avoid inadvertently downloading these programs. LEDS works to stop spyware and adware before it occurs.

Major Database/Critical Application

Support of existing major database and/or critical applications is defined as assisting in software updates and upgrades, and providing the communication between the customer and the database's/application's technical support to resolve a problem. This support applies to operations and systems already in existence and being used prior to the annual support agreement for managed services. If a new operation or system is put in place during the term of the maintenance agreement, the work is considered a separate project outside of the maintenance agreement, and will be billed at the standard hourly rate.

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