



Managed IT Services

Workstation Comprehensive Support Package- Includes Preventative Maintenance and Remote Management Services:

- **WorkStation Preventative Maintenance-** Includes all remote and/ or on-site work needed to perform: Update, Networking, and Security Checks. Performance tune-up.
- **Workstation Remote Management Plan-** Unlimited remote support covering tech support, installation, configuration, troubleshooting of: MS Software, OhmComm, Inc installed software, managed email solutions, Managed Security software, and managed back-up solutions.

Premium Web Content Filtering- Take complete control of your Internet experience by blocking unsafe or unwanted content based on categories or via custom white/black lists.

Firewall Management- The goal of our firewall management plan is to bring and maintain a strong Network Defense for our clients through a multi-layered solution.

Hassle Free Business Security- Our Hassle Free Business Security Services provides enterprise-class protection for Windows, Mac, and mobile devices from a secure, centralized, web-based management console.

Personalized Server/PC Management - Chances are your organization has an assortment of desktops, laptops, and servers. As an organization grows, and these machines multiply, managing them all can become a major issue. This solution offers:

- **Managing your Organizations computers with ease**
- **Access from Anywhere**
- **Remote Assistance**
- **Monitoring and Alerting**
- **Patch Management**
- **Malware Protection**
- **Application Deployment**
- **Performance Monitoring**

Office 365, Google for Business

- **Licensing**
- **Management**

Back-Up Solutions- Online backup is a modern way to keep digital data in security. Our backup client allows automating backup routines and prevents loss of valuable data. Our backup software comes fully charged for automatic online backup of any amounts of encrypted and compressed data.

Ohmcomm, Inc's Cloud Storage Solution works with all cloud storage services: Amazon S3, Glacier, Azure, Rackspace, Openstack, HP Cloud, Google, Google Drive, and Softlayer.

Disaster Recovery- Involves a set of policies and procedures to enable the recovery or continuation of vital technology infrastructure and systems following a natural or human-induced disaster.

***Please inquire for more detailed documentation and pricing for each package of services. Please also inquire about any bundle pricing.

**All Packages are minimum One (1) Year Signed Term Agreement.



Workstation Comprehensive Support Package

\$30 Setup cost per machine

\$25/month per machine, paid upfront monthly

\$35/month per machine, paid upfront monthly, includes two (2) [thirty (30) minute] remote service calls for the specific licensed machine within a one (1) month billing period

- **Basic remote access software so you can access your computer remotely**

Also Includes:

Update check: Ensure all Windows updates are installed on all computers.

Security check: perform manual check for virus infection to ensure nothing has slipped past security software. Ensure security software is installed, working, and up to date.

Performance tune-up: removal of unnecessary startup items, removal of browser toolbars and unneeded plug-ins, disk defragmentation.

Networking check: ensure network stability with >1000 ping test performed on at least 3 computers.

Unlimited Remote Support

\$35/month per machine

Billed per month/workstation paid upfront yearly

This service is independent of the Workstation Comprehensive Package.

Both can be combined for \$55/month per machine.

Unlimited remote support covering tech support, installation, configuration, troubleshooting of any of the following--

1. **MS software:** such as Windows, Office, Outlook
2. **Any software we have installed**
3. **Managed email solutions**
4. **Managed security software**

IF THE CLIENT HAS TEN (10) BILLABLE DEVICES OR MORE UNDER ANY PACKAGE AND ALL PAYMENTS ARE CURRENT, ALL ADDITIONAL RELATED (SEE SCOPE BELOW) SERVICE RATES ARE BILLED AT 10% OFF.

Basic Firewall Management



\$450 Setup cost - includes one (1) ICISA-certified firewall; upgrades available
\$90/month per firewall/billable monthly

Maintain a strong network defense through a multi-layered solution.

Protecting your business' information from a data security compromise isn't the only reason to have strong network security. Antivirus companies estimate that today, 48%-65% of all computers are infected with some kind of malware (also known as malicious software). As a business owner you must protect your business from cyberattacks, and maintain a strong network defense through a multi-layered defense solution that secures your network from attacks, detects and prevents potential security risks and threats, and protects technology investments from downtime. Our solution includes:

- **Site Shield**

Site Shield is a managed commercial grade hardware firewall service and much more. We separate the Payment Network from other PCs and networks that are needed for business operations. This is done by configuring Virtual Local Area Networks (VLANs) for other business equipment that shares access to the Internet.

- **Threat Defender**

Threat Defender is an ongoing monitoring and network defense service.

It attacks and defends against malware that finds a way past perimeter and in-store physical security defenses. It encompasses all of our efforts to continually improve layered security measures within the operator's cardholder environment.

- **Secure Access**

Secure Access is a secure remote access tool. NCR provides a two-factor secured application for accessing the point-of-sale (POS) back office PC.

Securely transfer files or run POS level reports directly from the Secure Access user interface

- Active daily security scanning for network: risks and threats, including antivirus service not running or out of date, malware, unbatched credit cards, crime-ware, and insecure remote access tools detected
- Firewall inspections check: for data packets that are likely to be associated with malware
- Single point of authority for employees or other third party agents who are looking to change port configurations or get access to business systems
- Restrict potentially dangerous or unwanted software from running on workstation terminals or back of house PCs using process and service white listing.

Business Security - \$4/month

\$0 Setup Fee

Billed per month/workstation paid yearly



Protect individual workstations from unwanted attacks.

Lightweight, comprehensive and powerful Anti-Virus solution

Our Business Security Services provides enterprise-class protection for Windows, Mac, and mobile devices from a secure, centralized, web-based management console.

- Lightweight – so it doesn't slow down your computer while you are trying to work
- Provides advanced security for everyone on staff– no IT resources required
- Safeguards your email, web activity, file sharing, and more for any platform - from PC to Mac
- Stops spam, phishing, and malware via Hosted Email Security
- Prevents data loss by limiting access to USB drives and other attached device/s
- No server or maintenance required by you or your staff
- Installs easily and simple to use
- Monitors, updates, and protects all of your computers automatically
- **Malware Protection**



Identifying malware infestations before they take root and spread throughout the network is essential. The service console provides a centralized place to monitor and fix malware. It integrates with popular anti-virus applications to provide the latest data on malware infections for all computers, and allows you to schedule quick or full scans, and signature updates.

Web-Content Filtering - \$10/month

\$0 Setup Fee

Billed per month/IP address (usually only one is required per location) paid yearly



Add a level of protection BEFORE the threat enters your network!

Finally, a better, faster, and safer way to surf the Internet with our recursive DNS service.

- Take complete control of your company's internet experience by **blocking unsafe or unwanted content** based on categories or via custom white/black lists.
- Save time and money by restricting access to allowed sites only. *Maximize your business productivity.*
- Block Phishing & Bad Content
- Prevent phishing and malware sites automatically with a click of the button. Block content of your choice from 30 categories while being able to always allow certain sites.
- Correct Typos
- Browse faster with common domain typo correction (gogle.com to google.com and amazon.cm to amazon.com).
- Find Websites Faster
- Speed your Internet connection's ability to find sites without installing any software.

OC Tune-Up Personalized Server/PC Management - \$15/month

\$0 Setup Fee

Billed per month per Workstation

Chances are your organization has an assortment of desktops, laptops, and servers. As an organization grows, and you add computers, managing them all effectively can become a major issue.

- **Manage Your Organization's Computers**

Our software offers one of the best solutions to date. It has been precisely designed to maximize efficiency and simplicity of IT management in any size operation. It allows you to take control of all computers within your organization, making sure each has the most current updates, exposing malware infestations, deploying the latest version of applications like Microsoft™ Office, and identifying which computers are overloaded.

- **Access From Anywhere**



Our software goes where you go. Since it runs in the cloud, it can always be accessed wherever you have internet access, and from any device. It doesn't matter whether you have an iPad, iPhone, Android Phone, Blackberry, PC, or Mac - you can access it with any of these devices. Similarly, computers managed with us need not be on the same physical network, as long as they have internet access.

- **Remote Assistance**



When one of your users is having a problem using their computer, you need be able to quickly connect in and assist them. Our package includes a powerful Remote Assistance Solution that lets you remotely assist a user no matter their location. It even includes direct file system access to the remote computer.

It does not matter if the user you are trying to assist is across the hallway, at home, or in a hotel across the globe, the remote assistance software is designed to seamlessly work through the most restrictive firewalls and networks.

While other IT Management solutions charge thousands of dollars for their remote assistance functionality, our service includes remote assistance at no extra charge, and places no restrictions on the number of operators or concurrent sessions.

- **Monitoring and Alerting**

Stay ahead of serious problems in your IT environment with monitoring and alerting functionality. When something important happens in your IT environment, our team is notified via email and text message right away before things get out of hand.



Prevent a serious malware outbreak from spreading across your network, or see when a server goes down. These are a few of the events our service can automatically monitor. With over a hundred unique events provided, you can decide what to be notified about, and when. You can even create your own custom events.

If your organization has multiple IT work shifts, you can setup notification groups for each one, and specify the weekly schedule for which group of administrators should be notified when. Our service lets you customize the email template used to include your own company's branding, and choose the format of the notification email, even down to how each alert is formatted.

- **Patch Management**

Managing Windows Updates can be tedious and time consuming. Questions necessarily arise. For example, which computers require updates, and which updates, and when should they be installed, and have any updates failed to install? Our software streamlines this process by providing detailed graphs and breakdowns on the update status of each computer, and then listing the various types of updates that are available.



Unlike other management solutions, this frees you from the unpleasant task of sifting through a list of 6,000+ updates to select the relevant ones, or manually approving new updates as they are released. Instead, you may delegate this task through our software, setting the update filters you need, and letting the software handle the updates.

- **Application Deployment**



Our service allows you to automatically deploy applications to the computers you select, according to the schedule you define. This applies to remote locations as well as to mobile workers who rarely come to the office.

Any application which has an installer can be deployed with this software. It supports the latest installer technology, including the Windows Installer (MSI), as well as custom installation programs. There is no longer any need for expensive “application repackaging” when using our service, since it does not require an MSI installer, nor does it even require an end user to be present.

An added feature is that uninstall and repair operations are fully supported. Should a user have problems with one of the applications, an MSI repair of the application using our service can be scheduled.

- **Monitor Performance**



When you have servers to manage, one of the key questions you might ask is "Which servers are overloaded?". Let our software find the answer.

It includes a powerful monitoring component that provides highly detailed performance information on all computers in your organization. Know what times of day CPU usage and disk activity are highest on your servers. Or find out which desktop computers need more RAM, using actual data, not guesswork.

You can see a wide spectrum of performance data, including:

- CPU Usage
- Memory Usage
- Disk Activity
- Network Activity
- System Up Time
- Number of Processes
- ... and many more

With our service, you can view detailed graphs for all of these areas of performance. You can even see aggregate charts of performance data, to view the combined performance for a group of computers.



- **Complete Inventory**



When your company starts to grow, keeping track of all the different computers in your organization can become a serious problem. You may be asked to answer questions like: How many model X laptops do we really have in use? Or, how many copies of application Y do we have installed throughout the company?

Let us do your inventory for you. It will fully catalog all hardware details and installed applications for every computer in your organization.

Our software will gather the following types of information, for every computer:

- Installed Applications
- Operating System
- Total Ram/Free Ram
- Total Disk Space/Free Disk Space
- System Asset Tag
- Processor
- Motherboard
- BIOS version
- Installed Memory Modules
- Hard Drives
- Network Cards
- Video Cards
- Sound Cards
- Printers

Simple Cloud Backup



How much is your data and the work behind it worth?

File system Backup

Backup files and folders on your Windows or Mac desktop to the cloud.

Manage and Monitor Backup Jobs

OhmComm continuously monitors backup processes on the client machines, manages backup jobs, and, if required can recover data and force software upgrades as needed.

End-to-End Encryption

Data is encrypted with AES 256-bit strong key before leaving the computer, in transit and in the cloud.

Multiple Admin Accounts

Manages sub accounts for your employees and backup jobs assigned to specific users or departments.

Restoration is billed as required.

- **\$0 Setup Fee**
- **5GB included per license**
- **Base cost is billed per month, paid yearly (min. 1 yr.)**
- **Additional storage is billed as \$0.05 per GB – billed per month**

Windows and Mac Desktop - \$35/month

Windows 7 and higher



Simple Cloud backup for laptops and personal computers.

- For most users, this is all you need!

Windows Server (\$40/MRC)

2003/2008/2013/R2



File system backup: Backups files and folders on your Windows Server to the cloud storage of your choice.

Image based backup: Backups the system image directly to the cloud.

Restore a Windows Server as an Amazon EC2 instance.

- Doesn't require space on the local drive — back up to the cloud directly
- Restores with USB Flash directly from the cloud
- Backs up all or selected volumes
- Restores to a dissimilar hardware
- Restores to Hyper-V or VMware
- File level restore from image based backup



Microsoft Exchange Server (\$45/MRC)

2003/2008/2013/R2

Full, differential or transaction mailstore backup



File system backup: Backups files and folders to the cloud storage of your choice.

Image based backup: Backups the system image, including all the applications, used data and system settings snapshots directly to the cloud storage of your choice.

Restore a Windows Server as an Amazon EC2 instance.

- Doesn't require space on the local drive — back up to the cloud directly
- Restores from USB Flash directly from the cloud
- Backs up all or selected volumes
- Restores to a dissimilar hardware
- Restores to Hyper-V or VMware
- File level restore from an Image based Backup

Exchange Server backup: Run full, differential or transaction mailstore backup to the cloud storage.

Works on: MS Exchange 2007/2010/2013

System requirements: Microsoft .NET Framework 4.0, 1.4 GHz 64-bit processor, 512 MB RAM, Gigabit (10/100/1000baseT) Ethernet adapter

Supported OS: Windows Server 2003, Windows Server 2008 R2, Windows Server 2012

Microsoft SQL Server (\$45/MRC)

2003/2008/2013/R2

Full, differential or transaction SQL Server log backup



File system backup: Backups files and folders on your Windows Server to the cloud storage of your choice.

Image based backup: Backups the entire system image, including all the applications, used data and system settings directly to the cloud.

Restore a Windows Server as an Amazon EC2 instance.

- Doesn't require space on the local drive — back up to the cloud directly
- Restores from USB Flash directly from the cloud
- Backs up all or selected volumes
- Restores to a dissimilar hardware
- Restores to Hyper-V or VMware
- File Level Restore for Image based backup

SQL Server backup: Run full, differential or transaction log backup. Works on: MS SQL Server 2000/2003/2005/2008/2012/2014, MS SQL Server Express.

System requirements: Microsoft .NET Framework 4.0, 1.4 GHz 64-bit processor, 512 MB RAM, 100 MB minimum disk space, Gigabit (10/100/1000baseT) Ethernet adapter

Supported OS: Windows Server 2003/2008/2012, Windows 7/8/10