

NetCare™ FAQ

Overview

Question: What is NetCare™?

Answer: NetCare™ is our managed service offering that includes a remote monitoring and management tool which we call the NetCare™ Managed Workplace (which can be purchased separately if desired), delivered in conjunction with our professional on and off site network management and support services. Generally speaking, most of our customers want VNS to take ownership of their network problems so that they can focus on their core business. The term NetCare™ encompasses both our professional services and the NetCare™ Managed Workplace tool, which allows us to more effectively and proactively provide the right services, at the right time and at the lowest possible pricing for your network. VNS has been providing managed network services since 1999.

Question: How much does it cost?

Answer: As little as \$30 per month per site for the NetCare™ Managed Workplace (ie: monitoring only).

Question: How much does your service cost?

Answer: The cost for VNS NetCare™ proactive scheduled services is customized for each customer's unique needs. The pricing is calculated on a per device basis and takes into account the types of devices, the frequency of scheduled service visits that you want, the applications that need to be supported and the overall complexity of your network. Because every customer is different, there is no simple way to provide a consistently high level of service for every conceivable situation, with a fixed price for everyone - thus the need for account-specific pricing. Simply put though, we assess your needs, estimate your annualized utilization of our service, and provide you with an up-front discount on the entire year's estimated volume of our professional services. The services fee is paid monthly for a base amount, which reflects our estimate of your monthly requirements. Any additional service required is also billed at the applicable NetCare™ contract rate, but with an extremely aggressive discount. Our Service Dispatcher and your Account Executive will also be available to work with you so that you are aware when these variances occur so that you are not caught off-guard by a larger invoice one month without first pre-authorizing the work. In cases where customers feel that our estimates of their service needs are too high, we can adjust them down, but we've usually found that our estimates are correct and if we artificially deflate the estimated number of hours needed to support a network, the customer will need to either pay more than the estimate each month, or decide which items on their network they do not want VNS to support, to lower the overall monthly cost for the services.

Question: We don't have this today and our network works fine. Why would we need this?

Answer: Our experience has indicated that most customers have a lot more problems with their network than they realize. The majority of them limp along with a multitude of small "aches and pains" in their network until something breaks or just stops working so badly that they have to call for help. Then they have to deal with the problem reactively, often with a system down, and endure the resulting lost productivity. Reactive network maintenance and downtime are ALWAYS more expensive than a proactive approach. A simple, commonly understood analogy is a car with an oil leak. Sure it will run, but you can either get it repaired and spend a few bucks or drive it till it stops running, and spend a whole lot more to replace an engine.

Question: What is the NetCare™ Managed Workplace?

Answer: The NetCare™ Managed Workplace (NMW) is our web-based system used to manage customer networks, and optionally, for our larger customers to purchase to manage their own systems. The system consists of two components: 1) The NetCare™ Service Center (NSC) and 2) the NetCare™ Onsite Manager (NOM).

The NSC is located in our NOC (network operations center) and is where we collect and assess the statistical performance, health and security information about our customer systems. Our NetCare™ customers are given a login to the NSC to see the same data that VNS sees. The NSC is also available for larger customers who wish to deploy it internally and not have VNS monitor their networks.

The NOM is a small-footprint, standards-based data collector that is installed on a single Windows server (or Windows XP workstation) at the customer's office. The NOM polls the systems on your ethernet network for hundreds of different aspects of your network's performance and security including: website availability, hardware/software inventory, Microsoft patch management status, backup monitoring, device up/down status, Windows event/security/application logs, syslog collection, firewall issues, network performance, security issues, network services, VOIP issues, SNMP data, etc.

The system provides both VNS and our customers with a simple "heads-up display" (HUD) that provides us both with a high level of visibility into a customer's network. This previously required a multitude of different point products from different vendors, and/or frequent on-site visits.

The system also provides real-time ticketing capabilities and is integrated with our internal CRM case management systems so that when we create/update/close a case for you, you will have visibility into that activity. Additionally, you can use the system to create/update service tickets which VNS will respond to, in addition to using our traditional phone/email support mechanisms.

Once we have identified an issue, we can either dispatch an engineer, or wait till the next service visit to address the issue, or provide you with support remotely, via a secure and encrypted SSL connection (or VPN if you prefer) using standard built-in Windows RDP, or VNC, telnet, etc. All connections are logged so that you can see who logged in, to where, when, and for how long. This allows us to offer the flexibility of immediate remote support as well as personalized on-site service.

Finally, the system provides automated or 'at-will' reporting, so that you can receive an Executive Summary or a detailed Device Report that summarizes the security, stability, performance and uptime for your network.

Question: Cool tool – I want it! But I don't want VNS to manage my network. Can I buy it?

Answer: Yes. Our flexible pricing model allows you to purchase an annual license for only the NetCare™ Managed Workplace and deploy it in your own network. You can also have VNS act as your backup monitor, or not have us involved at all. When you purchase the NetCare™ Managed Workplace, you are purchasing an annual license to use the product that includes all product updates. There are generally two product updates per year.

Question: Is this system intended to replace my VNS Systems Engineer (SE)?

Answer: Absolutely not. We still believe that there is no replacement for the knowledge, experience and human touch that each of our professional systems engineers can deliver with a personal service visit. VNS simply uses this system as a tool to *enhance* the customer experience and more effectively deliver on our promise of high quality service. In the past, we were only as good as the frequency of our service visits. If a customer only saw VNS once a month, that was our only chance to identify and correct issues which they might not be aware of. The NetCare™ Managed Workplace allows the entire VNS service and account management team to have visibility into network problems, along with you and your staff if you elect to give them logins. So now we are able to see problems that may crop up even when we are not there – and we can help you correct them *before* they create any situations which may impact your business, and help you minimize any downtime or degradation in performance that you may experience. It also allows us to more effectively provide you with the support of the entire VNS team instead of just your primary systems engineer, (although you will still have a primary systems engineer assigned to your account).

Question: What is the role of the VNS Account Executive (AE) in NetCare™?

Answer: The AE plays an important role in the delivery of our NetCare™ services that is often taken for granted. At VNS, we do not have “sales people” – we only hire people that are technical – including our “sales people”. Business people don’t always need or want to know about “speeds and feeds / slots and watts”. At the same time, we provide professional services and solutions that are inherently technical. So our Account Executives help to bridge that gap, and work with you to find the right solution that will not only meet your needs (which our engineers can do), but also work within your budget and the long term business objectives. Although VNS hires technical staff that can speak in plain English, the engineers are focused on finding and implementing solutions as cost-effectively as possible, and generally are not available for free technology discussions. On the other hand, the VNS AE can find solutions that require back end research that we normally provide our clients with without charge, as part of our overall solutions approach. Our AE’s are also able to present and articulate the cost/benefits of these solutions to both technical and non technical audiences, with an emphasis on the business value and technical merits of the solution.

Business Questions

Question: Do you provide additional discounting if we prepay for the year's service?

Answer: Yes. Although we sell this service at our cost, we do offer a 1% discount for customers that choose to pre-pay for the duration of the annual contract (Tier 5 only). This is done simply as an administrative courtesy to prevent your accounting department from having to deal with the small monthly payment each month. This discount is applicable only to the NetCare™ Managed Workplace monitoring service, and is separate from our professional services.

Question: How will you bill me?

Answer: We invoice our NetCare™ customers on a monthly basis. We can invoice you via email, postal, or both, based on your organizations' preferences.

Question: What is the duration of a NetCare™ contract?

Answer: All NetCare™ contracts are for a period of one year. We do not automatically renew without your approval. Your VNS Account Executive will work with you when the contract is up for renewal to receive your authorization to continue.

Question: How on earth can you manage my network for \$30/month and do it well?

Answer: Economies of scale. Our NetCare™ Managed Workplace allows us to cost-effectively have "eyes" into the health, performance and security of your network. We sell this service at our cost, and do so only to help act as a tool to help us help you be more proactive. We can afford to do so based on our purchasing volume and the number of accounts that VNS uses this tool to support. We also have a dedicated Service Dispatcher that oversees NOC (network operations center) activity from our NetCare™ customers.

Question: We have an IT manager – we're fine. Why would we need this?

Answer: We have a different NetCare™ plan for accounts that already have internal IT support but those people need to take vacations, take personal time off and often don't have the depth of expertise in every product on a network that our team can offer as a whole. They usually know your business better than VNS, and are very familiar with your network, but VNS employs a *team* of experts in various disciplines so that we can act as a secondary line of defense to those particularly challenging issues that require specialized skills. Specifically, technologies such as: Citrix, VOIP, wireless, security, Active Directory, Microsoft Exchange, application integration/coding/scripting, and various hardware devices. Nobody in IT can know it all so the NetCare™ Managed Workplace allows VNS to cost-effectively act as a backup for your current IT staff and by having the NetCare™ Onsite Manager installed, we can more quickly, and often remotely, assist your staff with specific problems when you need us.

Question: Did VNS write this program?

Answer: No. The NetCare™ Managed Workplace is a product that VNS has licensed from a professional software development firm and is currently in use nationally to manage over 3,000 customers.

Question: Do you offer a FREE trial period?

Answer: Yes. We will install the product and you are free to "kick the tires" for two weeks to determine if the NetCare™ Managed Workplace is everything we say it is. You will be responsible for paying for installation costs. If you elect to join the VNS NetCare™ support program (ie: tiers 1-3), the installation costs will be waived. This two week (14 days) period allows us enough time to run network queries to assess your LAN and provide you with relevant statistical data on performance, security, patch management, uptime, etc. However, the system will normally begin producing useful information within minutes of being deployed.

Question: What happens if *your* network fails?

Answer: We would be unable to monitor your network. However, VNS has consistently re-invested in our network infrastructure and we use only the highest-quality, redundant systems. We pay a premium for a UUNet Internet connection that, for the last 8 years, has experienced "four nines" of uptime (approximately 52.6 minutes of downtime per year). We also use only top-of-the-line HP ProLiant servers with redundant components to run our back end monitoring infrastructure. We also use a redundant APC Symmetra UPS system to power our back end infrastructure and have dedicated cooling for our data center. VNS will continue to reinvest in additional redundant infrastructure and we encourage our customers to come visit our data center any time.

Question: I want VNS to manage my network, but I don't want you to show up unless something breaks. Can you do that?

Answer: Yes. We provide the option for our customers to purchase only the monitoring service for the NetCare™ Managed Workplace, and we will then proactively contact you when we identify an error and you can decide if you would like us to address it or not. If you find that the frequency of calls we make to notify you of issues is getting unmanageable, you can move into the next service tier, which pre-authorizes us to address issues, up to a pre-defined monthly dollar amount. We would then triage our response to focus our efforts on the most critical problems first.

Question: Do you provide 24x7 monitoring?

Answer: Yes and No. The system is online 24x7 and both you and VNS have visibility to that data 24x7. VNS is currently staffed 8x5 which meets the needs of the majority of our customers who also do business 8x5 and VNS personnel will respond to issues during our normal business hours. We do this in order to cost-effectively provide highly-qualified systems engineering resources to our customers. A "dirty little secret" in the technology industry is that many 24x7 operations use their least expensive (and often least qualified) personnel to staff after hours. At VNS, we prefer to provide customers with high quality, highly trained professionals but staffing them 24x7 would require that we pass those costs along to our customers and we aspire to keep our services as cost-effective as possible. However, if you have a specific need for 24x7 monitoring, or a particular project that requires after-hours staffing, we can work with you on an as-needed basis to provide a solution.

Question: What is your response time?

Answer: Aside from a network down situation, our NetCare™ customers receive the most immediate response time. Our normal response time to a NetCare™ request is within 2-4 hours, although we have a series of internal processes that escalate critical issues to give them the highest visibility and the most immediate response. If it's a "business down" situation, we will re-allocate resources to be able to respond as close to real time as possible.

Question: Can VNS see the data on our systems?

Answer: No. The NetCare™ Managed Workplace only polls for statistical data. So although we can see very granular performance, security, and health status on systems, we cannot see the actual data on a hard drive, or "sniff" the data on a LAN/WAN link. That remains entirely secure. The only way that it would be possible for VNS to see your data is if you authorize us to login to a system to assist you via remote console (ie: RDP, etc) or if we were on site assisting you.

Question: How many user logins can I have to the NetCare™ Service Center?

Answer: There is no limit to the number of users that can access the system.

Question: Can users create and view their own service tickets?

Answer: Yes. Once a user creates a ticket, the system notifies our Service Dispatcher who will then contact you to arrange service. The ticket will then be updated so that users can check status online.

Question: Will the system automatically create service tickets?

Answer: Yes. The system is designed to create service tickets at pre-defined thresholds. Once those thresholds are met, a service ticket is created and the specified technician is notified. The system will also automatically close out service tickets that have "self healed", or corrected themselves (ie: a memory utilization threshold being crossed and then reduced, etc).

Question: What is included in your free installation?

Answer: Customers purchasing our tier 4 and 5 NetCare™ are eligible for free installation services, between to 1-3 hours, based on the size of the network. This provides sufficient time for us to perform a standard installation of the monitoring system. Should an installation take longer due to problems with the customer's network, Internet connectivity, etc, we will charge for our time for the labor incurred beyond our free installation services.

Question: Will the system identify users that are having problems with an application?

Answer: Not necessarily. If an application is running normally, and the computer is not experiencing a degradation in performance, then there is still no replacement for a human to assess the problem and determine if it is indeed a problem, or if it is a user error related problem (ie: "layer 8 problem" for the techies). However, if an issue arises that does not cause an alert notification to automatically be generated, a user simply needs to email/call our service department, or they can create their own service ticket requesting help within the NetCare™ Service Center website and our Service Dispatcher will respond by calling to confirm the problem and schedule a VNS systems engineer to assist with the problem, or have them address it at the next scheduled NetCare™ service visit. The system is generally designed to monitor for major issues such as backups, security, virus software status, etc.

Question: Is this sold as a product or a service (ie: is it taxable)?

Answer: The NetCare™ Managed Workplace is considered a non-taxable service, and is not taxed when sold.

Question: If one of my staff inadvertently disables the NetCare™ Onsite Manager while working on the monitoring server, will we be charged for your time to re-enable it?

Answer: Yes. We only offer free labor one time for the initial installation. We are responsible for maintaining the monitor and all upgrades, but we cannot be responsible for the actions of your staff so we recommend that you do not make changes to the NetCare™ Onsite Manager and if you do not have your own staff who work on the server normally, that you limit/restrict all logins to the server console.

Question: Can you provide additional services remotely that are not listed here?

Answer: Yes. We can offer the following services remotely, in addition to the services included with NetCare™: remote backup, CRM, VOIP services, and print management.

Question: If I sign up for SBS (10 devices or less) and then add additional devices mid-month that cause me to move up to MBS (11-254 devices), how will you charge me?

Answer: You will be invoiced for the next tier of service the following month. If you've prepaid for the year, then your next invoice will reflect the difference between SBS and MBS for the remainder of your contract.

Question: I have devices on my LAN that I don't want managed. Can I restrict the number of managed devices so that I do not have to pay for say, 15 devices if I only want you to manage 10?

Answer: Yes.

Question: What is covered in a standard NetCare™ scheduled maintenance visit?

Answer: Customers who are on NetCare™ tier 5 are provided with scheduled, proactive maintenance visits. The frequency of the visits is based on the size of your network and available budget. Ideally, we'd like to see every customer at least once per week, but if you have a limited budget, we can schedule the visits less frequently, although it's not ideal. However, the NetCare™ Managed Workplace allows us to have constant visibility to your network so that even if we don't visit you as frequently as we'd prefer, we can still see when major problems arise and we can notify you. Our maintenance visits are not intended for projects or hardware upgrades, but they do allow us to check and maintain all of your existing installed systems, and insure that systems are maintained in a healthy state. The maintenance visits encompass numerous information technology best practices and are based on the devices and applications that you own so the following list may not apply to all customers since it varies based on what you have. Following are the items that we will inspect, adjust and correct or advise on appropriate action(s) for:

- Servers
- Desktops, workstations, notebooks and thin client terminals
- Printers, plotters and MFPs
- Routers
- Switches
- Firewalls
- UPS
- Backups
- Anti-Virus
- Exchange servers
- Citrix or Terminal Services servers
- VOIP phone systems
- General business applications
- Wireless LAN devices
- Internet connectivity issues
- Wiring issues (we will advise if repair services are needed)
- IP video cameras
- Storage and SANs
- Application licensing management assistance and media storage consulting
- Warranty and maintenance contract maintenance

Technical Questions

- Question:** Do I have to install agents on all of our systems to make the NetCare™ Managed Workplace work?
Answer: No. That is part of why VNS chose this tool. The system is totally agentless and uses standards-based technologies (SNMP, WMI and Intel vPro) to poll the client systems for data and status.
- Question:** If I buy the NetCare™ Managed Workplace, who supports me?
Answer: VNS does. We can do so via phone, email, or on-site. We do charge for this time if/when requested.
- Question:** Do I have to buy your support?
Answer: No. We like to leave that to each customer's discretion. You may either purchase a support contract based on your specific needs, or just call us when you need help and we will bill you on a per-incident basis. We can provide support via phone, email, or on-site.
- Question:** Do I have to purchase your installation services?
Answer: No. However, our installation fees are nominal and we can help you get the product installed and configured quickly, and answer your questions personally to help you get up to speed quickly.
- Question:** Does the product include documentation?
Answer: Yes. For clients that are purchasing the NetCare™ Managed Workplace (tier 1-2), we provide you with PDFs that explain how to install and configure the product, although having VNS assist you with the initial deployment is recommended.
- Question:** I already have a Microsoft SQL server. Can I use it for the NetCare™ Service Center and/or NetCare™ Onsite Manager?
Answer: Yes. The system supports Microsoft SQL Server 2000, SQL Server 2005, or MSDE 2000/2005.
- Question:** We already use Microsoft WSUS with group policies to implement our Microsoft updates. If we deploy NetCare™ Managed Workplace, will we be forced to implement updates through it?
Answer: No. The system gives you the flexibility of either continuing to manage and deploy your Microsoft product updates via WSUS group policies, or you can integrate WSUS with the NetCare™ Managed Workplace and control all product updates from within the NetCare™ Managed Workplace.
- Question:** Does the product work with an Oracle or MySQL database server?
Answer: No. But it can monitor them.
- Question:** How does the product provide remote connectivity to my network?
Answer: The system natively supports RDP, Telnet and VNC and can also be extended to support other technologies such as Dameware, SSH, etc.
- Question:** Does the communication between the NetCare™ Onsite Manager and NetCare™ Service Center consume a lot of WAN bandwidth?
Answer: No. Because the data is compressed (and encrypted) before transmission, it consumes minimal bandwidth. Additionally, the level of compression is selectable (10 levels) so that you can apply the highest level of compression for low-bandwidth Internet connections like dial-up.
- Question:** We have a VPN between sites. Can we use that for transmission instead of the Internet?
Answer: Yes. Although it's not really necessary since the system essentially creates an SSL VPN using HTTPS.

Question: How often is data transmitted from the NetCare™ Onsite Manager to the NetCare™ Service Center?
Answer: By default, every 2 minutes. However, this can be adjusted from 1 minute to 1 hour.

Question: How frequently does the NetCare™ Onsite Manager poll data from the devices on the local LAN?
Answer: By default, it will collect SNMP/ICMP data every 5 minutes and collect Windows inventory data every 4 hours. However, both can be adjusted from 1 minute to several weeks.

Question: How much hardware resources does the NetCare™ Onsite Manager consume?
Answer: The NetCare™ Onsite Manager consumes approximately 75MB of RAM and 50MB of hard drive space. If you install Microsoft Windows Update Services (ie: WSUS) on the server, that will consume an additional 6-30GB of disk space.

Question: Why would I want to install Microsoft WSUS if it chews up that much disk space?
Answer: WSUS is recommended for any client with more than 5 Windows-based systems since it acts as a proxy for the dozens of Windows and Microsoft application updates that today's Windows-based systems require to stay secure. This allows you to download a single copy of each update, which reduces total Internet traffic and can improve performance. Another advantage is that if you have to re-image a computer, or if your Internet access were to fail temporarily, you would already have all current updates stored locally and would not have to wait to download them from Microsoft again.

Question: What systems can the NetCare™ Onsite Manager be installed on?
Answer: Windows XP SP2 (workgroup), Windows Server 2000/2003, Windows Small Business Server 2003.

Question: I love Linux and use Linux systems. Isn't this a Windows thing?
Answer: No. The NetCare™ Managed Workplace is platform independent. Although the WMI protocol is specific to Windows systems, SNMP is not, and the systems' integrated SNMP monitoring capabilities allow it to be flexible enough to manage any standards-compliant system that adheres to the OSI 7-layer network model. You do however need at least one Windows system to install the NetCare™ Onsite Manager on. Additionally, newer systems (since around Summer 2006) with Intel chipsets that support Intel vPro can be managed, monitored and power cycled at the BIOS level, and these capabilities are totally independent of the OS type, or if the machine is even powered on.

Question: Can you support virtual servers, using a product such as VMWare?
Answer: Yes. As long as a device is IP-addressable, it can be monitored.

Question: Can the system monitor only during specific days/times?
Answer: Yes. It will monitor 24x7 by default, but if you want it to only monitor during specific days/times, it can be configured to do so.

Question: Can the system monitor only specific devices or does it have to monitor every device on a subnet?
Answer: By default the NetCare™ Onsite Manager will query every device on a subnet but you can tell it to manage only specific devices, or ranges of devices, with varying SNMP community strings.

Question: We use multiple subnets. Can the system work with them?
Answer: Yes. The system will support up to 1,000 nodes on multiple subnets. As long as you have routing between the subnets, a single NetCare™ Onsite Manager can support multiple subnets.

Question: How long do you store historical performance data?
Answer: Currently, this data is stored for 1 year and then purged, but can be kept indefinitely if needed.

Question: What is the architecture of this system?

Answer: The system is web based, using standard protocols (HTTP and HTTPS). The NetCare™ Onsite Manager consumes approximately 50MB of disk space and 70MB of RAM. It encompasses an IIS web site, and stores data locally on a SQL or MSDE database before compressing and encrypting it for transmission to the NetCare™ Service Center (SOAP on HTTP/HTTPS).

Question: How many different things are you monitoring for?

Answer: Our systems have device/application-specific monitors for thousands of the most common products and applications that customers use and there are literally thousands of different items being monitored.

Question: How does Intel vPro work?

Answer: Typical software-based solutions communicate with today's PCs through the software stack in the OS. However, there are many conditions under which the software stack, and thus the PC, might become unavailable. For example, management software cannot reach a PC if a hard drive has failed, SNMP or WMI has been disabled by a virus or worm, or driver conflicts have corrupted critical registry files so that the OS becomes unresponsive. To alleviate these and other problems, Intel vPro technology allows NetCare™ Service Center to communicate through the TCP/IP stack in the system's firmware. As long as a PC with Intel vPro technology is connected to a power source and plugged into the network, the PC's communication channel is available for NetCare™ Service Center processes – even if the PC is powered down.

This allows us to ensure greater compliance with security and patch management standards, even for PCs that are powered off at the start of the update cycle. For example, a technician can now use NetCare™ Service Center to remotely poll these PCs for their power state. The technician can then power up machines that are off, install the update or patch, and power the PCs back down to the state in which the users left them: on, off, hibernating, or sleeping.

Combined with the remote-boot capability, technicians can also schedule more software upgrades and even OS migrations off-hours, when they don't interfere with business. When users come in to work, PCs can already be updated, ready for immediate use. This can save users substantial time, while IT administrators can be assured that their PCs are more secure, operational, and less likely to go down—an excellent return on investment.

An authorized technician can now use IDE-R to remotely change the PC's boot device to an image on a remote device, such as network share—without leaving the centralized service center. Using console redirection, the technician can watch as the BIOS, OS, and drivers attempt to load, to note problems with the boot process. The technician can also use these capabilities to run diagnostic tools directly from the help desk to identify issues, then resolve them—such as by pushing replacement drivers or missing .DLL files to the system—and bring the PC back into a managed state. Even if the system needed to be rebuilt/re-imaged, a technician can now use a variety of remote imaging tools to perform the entire rebuild remotely.

Question: How do you define a site, and can I monitor more than 1 building with a single site license?

Answer: A site is defined as a single LAN network, which is usually a single building and/or IP subnet, but is not limited to a single building or subnet. For example, if your site encompasses 2 or more buildings, all connected via a single network (ie: a fiber optic LAN "campus" connection between buildings), with different subnets connected between each other, that can be considered a single site. The NetCare™ Onsite Manager can monitor devices on multiple IP subnets as long as you have routing between them. It will also monitor multiple Windows domains as long as routing exists between the domains and a common service account exists for monitoring. Generally speaking though, most customers will want to obtain a site license for each physical location since that maps to a physical address where our/your support team will look to deliver service, and provide reporting data. It can become difficult to manage multiple physical locations with a single site license and the per-site costs are relatively low. However, with the NetCare™ Managed Workplace, you have the flexibility to deploy the service based on how your business works, and you are not limited by physical buildings if that is a concern.

Security Questions

- Question:** Do I have to open any special ports on my firewall to allow this to work?
Answer: No. This was another reason that VNS chose this solution. All data is transmitted over standard HTTP port 80 or HTTPS port 443. The data is compressed and encrypted before transmission.
- Question:** Is the data sent from the NetCare™ Onsite Manager to your NetCare™ Service Center secure?
Answer: Yes. All transmissions are encrypted via secure HTTP or can be sent via VPN.
- Question:** Can I audit any connections or connection attempts to our systems?
Answer: Yes. The system will automatically log the time, data, duration and who logged into a system for every login, or *attempted* login. Logins from the NetCare™ Service Center will only be possible from the NetCare™ Service Center – there is nothing special that you need to do with your firewall to allow RDP connectivity through your firewall.
- Question:** Can you reboot my computers remotely if I install the NetCare™ Managed Workplace?
Answer: Yes but only with the same level of access that you would normally provide us, and these activities will be logged so that if there is any question about a reboot, you can simply review the device history in the NetCare™ Service Center.
- Question:** Isn't Intel vPro a security risk?
Answer: No. Remote boot is provided through integrated drive electronics redirect (IDE-R). Console redirection is provided through serial over LAN (SOL). Both capabilities are secured through HTTP authentication and TLS. Intel has also put quite a bit of R&D and thought into vPro before it was brought to market, to insure that the security issues were addressed.