

NetCare™ Service Plan

Overview



If you run a business with two or more connected computers, you have a network, as well as the inherent expenses and hassles that come with managing a network. Hiring a capable, experienced network support professional to manage it for you will cost most companies at least \$40K annually (salary, benefits and overhead). And most entry-level network technicians lack the depth and breadth of real-world experience and training to properly administer a computer network. A simple analogy is a "guy who's good with cars" versus a professional mechanic - do you really want a college kid or a "guy you know who's good with computers" managing the network that you count on to run your business? With the costs associated with

hiring a well-rounded, talented network engineer full time, it's no wonder that many companies cannot afford a dedicated IT staff. But you must have a network to run your business so what do you do? Many companies decide to outsource, but unfortunately, they usually wait until things have gone very wrong, and pay premium rates to "firefight".

Instead of paying premium rates to fight fires when something goes wrong, consider the VNS alternative to paying by the hour. **NetCare™** is a cost effective, proactive service plan that ensures highly trained professionals will proactively care for your computer network. For a minimal monthly investment, VNS will supply a dedicated Systems Engineer to visit your site on a regular basis and perform a prescribed series of maintenance tasks on your server(s), workstations, printers and network gear – all designed with you, and your network in mind.

We also have an incredible tool that we call the **NetCare™ Managed Workplace (NMW)**. The NMW is our web-based system used to remotely monitor and manage the **health, security, Microsoft Windows patch management, and performance** of our customers' networks. Our **NetCare™** customers are given a login to the system to see the same data that VNS sees, from any location with an Internet connection, available 24x7.

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 your network, and monitoring of your website(s).

The system also provides real-time **service 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.

Once we have identified an issue, we can either dispatch an engineer to your location, or wait till the next service visit to address the issue, or provide you with **support remotely**, via a secure and encrypted connection 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.



Who Provides Coverage?

One of the biggest advantages that VNS can offer over our competitors is our team. We look to hire the best and when you hire VNS to manage your network, you have an entire team of people supporting you, in addition to your regular Systems Engineer. Our engineers are constantly training on new technologies and our "sales people" are often more technical than many of our competitors' technical staff due to our rigorous ongoing training requirements. Here is the team of professionals that will be in charge of your network with **NetCare™**:

- A principle systems engineer: watchful and attentive to your daily IT needs. You'll get someone very talented, that will explain things in plain English and won't talk down to you
- An account executive: works closely with the principle systems engineer to stay on top of your needs and proactively consultant with you and your staff, keeping your business ahead of the technology curve
- A service dispatcher: your command center, communication central and resource dispatch
- A dedicated inside sales rep: to quickly provide pricing on hardware and software products
- A full time break-fix and warranty service manager: to help you with hardware issues that require warranty or post-warranty service
- A full time cabling and fiber optic installation team, licensed, insured and certified
- A full time accounting team: available to answer any questions or concerns about billing issues
- A pool of backup engineers: our team-based resources contribute to us having an answer, because no single technology professional can know it all

Who do you want watching *your* network?



Waldo: good with computers "and stuff"; does it all; some experience



VNS: a professional services *team*; dedicated resources, focused on specific needs; seasoned and experienced

What do our customers have to say about **NetCare™**?

"I love that we have NetCare. It's nice to have a relationship with VNS that doesn't always revolve around fixing a visible problem. There is that level of comfort that NetCare gives me someone is watching over our system. When we do need those extras, I feel very comfortable with the quotes and detail provided so that I can make a logical decision rather than an emotional one." --Faith Buller, Pacific Choice Brands

What is the Cost?

NetCare™ will save you money. VNS has analyzed the costs of support for many of our customers and **NetCare™** has consistently come in as a less expensive option for network support, than the reactive approach. How can we do this? We do it by flattening out your technology spending, by proactively maintaining the network, and **lowering your cost of ownership**. Instead of waiting for something to break, creating a huge catastrophe, with network downtime, and paying a premium to remedy the problem, **NetCare™** allows talented VNS consultants to come to your business on a regularly scheduled basis, follow a prescribed series of IT "best practices" and give your network the attention that it requires to provide peak performance. Networks are indeed like cars, and need to be proactively and regularly maintained. It just costs less to own, when you actively manage a network.

Your contract pricing is based on an assessment of your network, based on the number of systems that will be covered under your contract, and the frequency of service visits that you require.

If you have ever outsourced your IT problems, either in whole or in part, then you know how complex and perplexing it can be to negotiate fees, understand terms and learn exactly what you will receive for your money. Getting started with **NetCare™** is both simple and easy. We believe in being long on convenience and short on hassle - see if you don't agree:

- NO startup or "management" fees
- Flat monthly fee, based on size of your network
- Annual contract allows pricing to be discounted to reflect annual volume commitment, resulting in a lower overall hourly rate than our best block discounting
- No long-term commitments
- No retainer fees
- No travel time charges (if you are within 30 minutes from VNS)
- You only pay for services rendered, period.

What Next?



Protect the cornerstone of your business. Now, with **NetCare™** Service Plan you can insure the health of your computer network. Call and ask for a VNS Account Executive. We'll come visit you, analyze your user environment (at NO cost to you) and provide you with a customized **NetCare™** proposal for your network, then compare for yourself, and see if **NetCare™** isn't a better way to maintain your network. Let VNS worry about your network - we'll help you escape from the costly and unproductive firefighting approach to your IT problems.

If you'd like more information or have additional questions, please contact us at sales@vns.net, or you can reach us at (559) 650-2600, Option 2.

Additional details are also available online at www.vns.net/netcare