



NETWORKING SOLUTIONS

**Network It Easy, Inc. RMS (Remote Monitoring Services)
EXECUTIVE SUMMARY and Pricing Information**

About Network Monitoring:

Proper system and network monitoring is an essential element of any network. Implementing and maintaining an effective monitoring system is an often complicated and expensive undertaking, most often best left to the professionals. With Network It Easy, Inc. RMS (Remote Monitoring Services) you will obtain quick and professional assistance, but not necessarily hurt your IT budget.

NOTE: RMS does not eliminate the need for regular network maintenance. Rather, it's an early alert system which may reduce a risk of the server problems accumulation, which may lead to a complete system failure and substantially higher recovery costs (Usually, it's more economical to prevent and maintain than to fix.)

**Network It Easy – RMS (Remote Monitoring Services) – Pricing details –
Rev. 2/23/2007 (WS)**

1 SERVER

\$19.99 per month (* BASE PRICE) 16 sensors per server (See below for the **
Base Sensor List)

\$1.99 per ADDITIONAL SENSOR

\$19.99 per month
+ FREE installation with 1 year subscription

2 SERVERS

Up to 16 sensors per server (See below for the ** Base Sensor List)

\$1.99 per ADDITIONAL SENSOR

\$29.99 per month
+ FREE installation with 1 year subscription

3 SERVERS

Up to 16 sensors per server (See below for the ** Base Sensor List)

\$1.99 per ADDITIONAL SENSOR

\$39.99 per month
+ FREE installation with 1 year subscription

4-6 SERVERS

\$49.99 per month (* BASE PRICE) up to 16 sensors per server (See below for the ** Base Sensor List)

\$1.99 per ADDITIONAL SENSOR

\$39.99 per month

+ *FREE installation with 1 year subscription*

Service Level Agreement

Data collection:

1. Data collected every 5 minutes for Disk, Memory, Processor and Bandwidth Utilization sensors. 24/7
2. Data collected every 60 minutes for all other events.

Reports:

1. One Report per month will be sent to the primary customer contact via e-mail
2. Optional reports will be sent upon request. Limit 1 per week.

Additional Options:

\$2.99 per month. For NONE Standard data collection intervals

***** Lines of Action after a sensor threshold is met or exceeded:**

1. If Disk, Memory, Processor or Bandwidth Utilization sensor threshold is met or exceeded (according to industry recommended limits) for an extended period of time = NOTIFY customer via e-mail. If the problem persists arrange a remote support session or an on site call.

NOTE: IMPORTANT!!! CPU sensor alerts during a backup routine should be ignored. It's very common that CPU utilization during a backup exceeds 95%.

NOTE: If the server disks are out of space, call customer and arrange a remote support session within 2 hours of 1st occurrence.

2. If the bandwidth utilization exceeds the network card or switch throughput for a period of one day the customer will be notified and a support call will be scheduled. *(customer will be notified to make a decision – what to do)??*

DISCLAIMER:

- If the Internet connection at the customer's premises fails it will skew the report data. We'll notify the customer in case of a remote probe failure due to an Internet connection outage.
- Changes to the RMS monitoring reconfiguration due to customer's IP address changes or firewall reconfiguration will be billed at standard hourly rates.

**** Base Sensor List**

General:

- **SYSTEM UP TIME SENSOR** (How long has the system been running since the last server restart)
- **PING SENSOR** (Checks if the system communicates over the network)
- **PORT SENSOR** (For example mail is on port 25. Checks if the system is able to accept e-mail requests)
- **MANDATORY SERVICE SENSOR** (For example, backups fail because the Backup service freezes or stops unexpectedly) **NOTE:** it does not guarantee a successful backup. However, it is a prerequisite of a backup job execution.

CPU/Processor:

- **CPU PERCENT PROCESSOR TIME SENSOR** (Total overall CPU utilization for a server)
 - **CPU PERCENT USER TIME SENSOR** (CPU utilization per user. Especially useful in Terminal Services)
- Note:** Both sensors are helpful in trying to determine whether server processor speed has adequate speed for all network processes.

Disk:

- **SYSTEM DISK FREE MegaBYTES** (Free space on the disk where OS and programs are installed. If too low the server may crash)
- **DATA DISK FREE MegaBYTES** (Free storage space on the disk where files are stored. If too low, services may stop and data corruption may occur)
- **LOGICAL DISK: _TOTAL|DISK PERCENT DISK TIME** (Determines whether disks are quick enough)

- **DISK AVERAGE DISK QUEUE LENGTH (Determines whether disks are quick enough)**

Memory:

- **MEMORY AVAILABLE MBYTES (If a server runs out of physical memory it becomes less responsive)**
- **MEMORY PAGE FAULTS PER sec (Indicates a memory chip malfunction)**

Network Card:

- **SNMP TRAFFIC SENSOR1[IN] – Incoming bandwidth (Is the network card or switch quick enough to handle network traffic?)**
- **SNMP TRAFFIC SENSOR1[OUT] – Outgoing bandwidth (Is the network card or switch quick enough to handle network traffic?)**
- **SNMP TRAFFIC SENSOR2[IN] – Incoming #errors per minute (Does the network card have a malfunction?)**
- **SNMP TRAFFIC SENSOR2[OUT] – Outgoing #errors per minute (Does the network card have a malfunction?)**

Service Acceptance

CUSTOMER NAME:
 CUSTOMER CONTACT:
 CUSTOMER PHONE:
 CUSTOMER FAX:

PLEASE INDICATE THE NUMBER OF DEVICES TO BE MONITORED:

PLEASE INDICATE the Length of the Monitoring agreement:

Prepaid ANNUAL (no installation charge) _____

MONTHLY billing (One time \$120 installation fee) _____

**UPON ACCEPTANCE - PLEASE FAX THIS PAGE TO
 NETWORK IT EASY, AT 847-594-1031**

Acceptance of Service Level Agreement

X _____ Date: _____
 Customer Signature