

## SMART Services

### Systems Management, Alerting & Resource Tracking

Get more from your network with Literati's SMART Services ... Improve Performance, Tighten Security, Proactive Problem Resolution, Technology Planning, Disaster Planning.

SERVICE PLANS	Level 1 Monitor	Level 2 Proactive	Level 3 Proactive & Plan
Monitoring Services			
Availability Monitoring & Alerting	10x5	10x5	24x7
Error & Event Log Monitoring	✓	✓	✓
Drive Space Monitoring	✓	✓	✓
Asset Inventory and Documentation	✓	✓	✓
Website Monitoring	-	✓	✓
Device Connectivity Monitoring	-	✓	✓
eSecurity Services			
eSecurity Monitoring & Alerting	10x5	10x5	24x7
Managed Antivirus and Antispyware *	✓	✓	✓
Backup Monitoring *	✓	✓	✓
Network Firewall Monitoring *	\$ Per Hour	✓	✓
Security Monitoring	\$ Per Hour	✓	✓
Firewall/VPN/Router Management	\$ Per Hour	✓	✓
Maintenance Services			
User Account Administration	\$ Per Hour	✓	✓
Printer Queue Management	\$ Per Hour	✓	✓
OS & Application Patch Management *	\$ Per Hour	✓	✓
Remote System & Server Updates	\$ Per Hour	✓	✓
Advanced Support Services			
3 hr Emergency Response	-	-	✓
Quarterly Executive Report & Review	\$ Per Hour	\$ Per Hour	✓
Annual Technology Planning	\$ Per Hour	\$ Per Hour	✓
Disaster Recovery Planning	\$ Per Hour	\$ Per Hour	✓
Fees			
Installation (one-time)	\$200 **	\$275 **	\$400 **
Monthly Service Charge Starting At	\$150 **	\$275 **	\$400 **

\* Monitoring, management, and maintenance only done with Literati approved implementation.

\*\* Final setup and monthly service charge dependent on number of computers and servers managed. Example prices shown are for a 1 server, 10 computer network. Plan can be customized to monitor specific servers and computers.

Enterprise solutions available for network environments having specific requirements.