

About

SupportWerks™ Premium Managed Services

How SupportWerks™ benefits your company

Spade partners with your small to medium sized New England business as your IT department extension through our premium managed service plan, SupportWerks™. Our SupportWerks™ team monitors and manages your computers, servers and networked systems, provides real time help desk support, and responds on demand to your technology needs twenty-four hours a day, seven days a week, all included under a set monthly fee.

We invite you to review our Silver, Gold, and Platinum service plans.

Please complete an online, qualifying form to see if SupportWerks™ Premium Managed Services is right for your business.

- Complimentary Technology Compass™ provides a complete IT system evaluation
- Set monthly fee
- 24/7 Emergency Response
- Proactively Manage your Computers, Servers and Networked Systems
- Reduced Computer, Server, and Network Downtime
- Increased Employee Productivity
- Reduced total cost of ownership on your technology investments

Network Management <i>Prices Monthly Per Company</i>	Silver \$299	Gold \$499	Platinum \$999
Maintenance ISP Management Web Host Support 3rd Party Vendor Management	✓ ✓ ✓	✓ ✓ ✓	✓ ✓ ✓
Network Management Router Management Antivirus Management Firewall Management VPN Management	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓
Asset Management Asset Lifecycle Management Asset Reporting	✓ ✓	✓ ✓	✓ ✓
Projects and Strategic Planning Assigned CTO Unlimited Purchasing Support Scheduled CTO Calls Project Research & Proposals Disaster Recovery Planning Annual Technology Plans	✓ ✓ — — — —	✓ ✓ monthly ✓ ✓ —	✓ ✓ weekly ✓ ✓ ✓

MAINTENANCE

ISP Management

SupportWerks™ will help you manage your ISP, internet service provider, relationship to ensure your Internet connectivity runs event-free. ISP services include domain name ownership renewal, host connectivity, IP-address links, web servers, mail servers, and databases.

Web Host Support

SupportWerks™ will facilitate your web host relationship to ensure that your website actively runs event-free. Brochure, e-commerce or web-application sites will be monitored for uptime and specific applications.

3rd Party Vendor Management

SupportWerks™ will interface with your 3rd party IT vendors on your behalf.

NETWORK MANAGEMENT

Router Management

SupportWerks™ will ensure your router is configured properly to optimize network performance and ensure critical business systems run.

Anti-Virus Management

Viruses can bring your business to a stop and damage critical data. SupportWerks™ will monitor and manage your company's network security, and install anti-virus programs to protect your systems.

Firewall Management

Firewalls are used to prevent unauthorized access into your business' private network. SupportWerks™ will keep your network protected with the most current firewall solutions.

VPN Management

A VPN, virtual private network, allows you to securely access your company network and files remotely. SupportWerks™ will create and maintain a VPN for you.

ASSET MANAGEMENT

Asset Lifecycle Management

Networks have a defined efficiency lifecycle and need to be replaced to ensure system productivity. SupportWerks™ will review your existing network resources and create a network lifecycle timeline.

Asset Report

You will have access to an online inventory report of your business' network resources.

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PROJECTS & STRATEGIC PLANNING

Assigned CIO

SupportWerks™ clients will be assigned a CIO, Chief Information Officer, who will oversee all technology activity at your company and report directly to a determined point of contact. All Spade Technology CIO's have over 10 years experience managing information technology solutions as applied to best business practices. They have expertise in administering the day to day flow of information in and out of the company, ensuring safe and efficient computer, server and network system operation.

Virus Definition & Prevention

Viruses can bring your business to a screeching halt and damage critical data. SupportWerks™ will monitor and manage your company's server security, antivirus software, firewall, and VPN (virtual private network) and install security programs to protect your information and systems.

Unlimited Purchasing Support

SupportWerks™ will provide recommendations for new technology purchases to enhance and support your network. We will research the most competitive prices and coordinate the order. We will also install new components upon delivery.

Scheduled CIO Calls

Your SupportWerks™ assigned CIO, Chief Information Officer, will monitor your network systems. During scheduled calls, you will discuss strategic growth plans and additional ways that your business can leverage technology.

Project Research & Proposals

SupportWerks™ will research and provide estimate proposals for new computer, server and network upgrades and additions to your existing system.

Disaster Recovery Plans

SupportWerks™ will plan for business continuity in the event of a disaster that destroys part or all of your company's resources and file records.

Annual Technology Plan

SupportWerks™ will work with you to forecast your hardware and software needs and to establish a budget for new technology purchases and upgrades on a yearly basis.