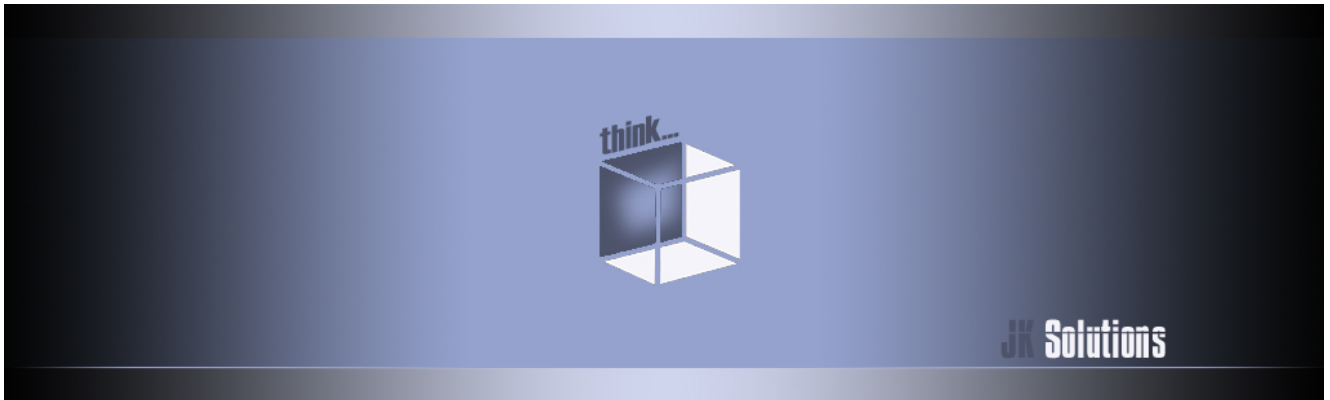


I.T. Network Cover & Price Structure.



(approx. contract prices £40-80/Server/month £5-10 per Client PC/month)

Virtual I.T. Manager Account : ~ £399 annually.

For customers with a single PC or laptop or up to **5 clients** on a Workgroup or Peer to Peer.

Includes : -

- Initial full system check and recommendations for security & streamlining.
- Data Backup/disc image service on required machines.
- Telephone support (within normal working hours-regular reviews)
- Online Remote Desktop Support
- Linux webspace (250mb/limited bandwidth), 5 email accounts, with PHP, MySQL & Front page support
- 4 x quarterly scheduled onsite visits (up to 8 hours max) for updates, spyware checks and general hardware/software & system checks
- 1 x emergency call-out (up to 5 hours max, weekends negotiable)
- Onsite work/training outside of inclusive charged @ a reduced rate £45/hour

SME Network account : ~ £999 annually.

For customers with up to **10 PC's /laptops** on a Workgroup or Peer to Peer.

Includes : -

- Initial full system check and recommendations for security & streamlining.
- Data Backup/disc image service on required machines.
- Telephone support (within normal working hours-regular reviews)
- Online Remote Desktop Support
- Linux webspace (400mb/limited bandwidth), 10 email accounts, with PHP, MySQL & Front page support, Inc. SSL & Spam Assassin.
- 6 bi-monthly scheduled onsite visits (up to 8 hours max) for updates, spyware checks and general hardware/software & system checks.
- 2 x emergency call-outs (up to 5 hours max, weekends negotiable)
- Onsite work/training outside of inclusive charged @ a reduced rate £35/hour

Domain Network account : ~ £1999 annually.

For customers with over **10 PC's /laptops** on a Workgroup, Domain or Domains.

Includes : -

- Initial full system check and recommendations for security & streamlining.
- Data Backup/disc image service on required machines.
- Telephone support (within normal working hours-regular reviews)
- Online Remote Desktop Support
- Linux webspace (500mb/unlimited bandwidth), Unlimited email accounts, with ASP Net. 2.0, PHP, MySQL & Front page support, Inc. SSL & Spam Assassin.
- 12 monthly scheduled onsite visits (up to 8 hours max) for updates, spyware checks and general hardware/software & system checks.
- 3 x emergency call-outs (up to 5 hours max, weekends negotiable)
- Onsite work/training outside of inclusive charged @ a reduced rate £25/hour

Non-contractual clients :-

- Onsite work - £55/hour (Mon-Fri 9 a.m.-6 p.m./Time ½ or double time Eve/Weekends).
- Travelling time/costs (over 20 miles) - £20/hour (long distances negotiable).
- Emergency Call-outs £75 to cover first hour, standard hourly rate thereafter (part-hours charged per ½ hour intervals).

Training : -

If there are certain areas in your business that you feel you already have a competent person in place but they may just require some additional training please don't hesitate to ask about in house training for one (or more) of your members of staff.

We can cover the following areas ;

- General PC Usage, housekeeping, setup and maintenance.
- Graphics & Image manipulation/restoration and conversion.
- Simple web design, templates, html, php, hyperlinks and flash inserts.
- Backing up data, compiling and implementing DVD and CD encryption.
- Internet safety guide – DO's AND DON'TS on the World Wide Web.
- "DONT HACK ME!" – All you need to know about hacking, exploits & vulnerabilities.

If there is something you need help with & it isn't listed here please ask for more details.

Other Services we can provide.

- **Voice Recording** – JK Solutions has a partner company that specialises in Voice Recording/logging & storage. We have leading technology for both Analogue and ISDN and VOIP systems. Please ask for more information or go to www.voiceproof.com for full details.
- **Telephone systems** – Through an affiliate company we can now install a number of PBX systems to suit your requirements, from Analogue to ISDN(2), ISDN30 & VOIP including installation for data & LAN cabling, switches, hubs and routers.
- **Least Cost Routing** – What is it? In simple terms we can reduce your telephone bills. **Quick check your bill now** and see by how much our current tariffs are cheaper : Calls to a **mobile phone = 9p/min**; **Local** or **National 0.9p/min**, **£9.99/month** line rental
- **CCTV** – We can provide full solutions including remote PTZ cameras and internet web-view from any web connected PC. We also have a large range of covert security cameras available. Having **trouble remembering the IP address** for your CCTV Cameras?? - Why not redirect your office address to the URL? E.g. www.number23highstreet.co.uk - we can do this for you.
- **Data Recovery** – In the event of an emergency when important files have been lost, corrupted or accidentally deleted, we can provide software solutions to attempt to recover the data. We can also provide solutions that involve rebuilding the hardware of the damaged drives and can advise what files are recoverable in a worst case scenario.
- **System Hardening/ Anti-Hacking** – If you have sensitive data on site and are concerned about hacking/data loss, theft or corrupt information, consider our 'SafeHouse' package. With 20 years of PC experience and Microsoft MCSA, CompTIA Security+ & EC Council – Certified Ethical Hacker Certifications we have the knowledge to harden & lock down /secure your system and advise best methods of practice & procedures. We can also write detailed security policies (administrative and logical) for your company and can cover complete disaster recovery plans including advice for Hot/Cold secondary sites.
- **Web hosting** – If you do not have a Network account but require web forwarding, Domain names registering, web hosting, web-design please ask for more details. We can provide & advise about virtual hosting or dedicated servers and we will manage everything for you from the initial registration of the site to the publishing of it or moving from one server to another including the site transfers, DNS forwarding and IP TAG updates etc.
- **Wireless/Networking** – If you have a system already in place that requires securing or need extra access points or a router setting up, please ask. We cover all aspects of Network & wireless connectivity and security including : VPN, WEP, WPA(2)-PSK, OTP, IpSec etc
- **PC / System & Server Builds** – Please ask for advice and quotes for Client and Server machine builds. As we can build each machine specifically the application it was intended this reduces the 'overkill' factor with machines & parts and can subsequently costs much less.
- **Website design and development** – Promote your business with the latest contemporary Web design techniques through our affiliate 'Mushroom Digital', please ask for portfolio viewing.