



Infrastructure Support Services



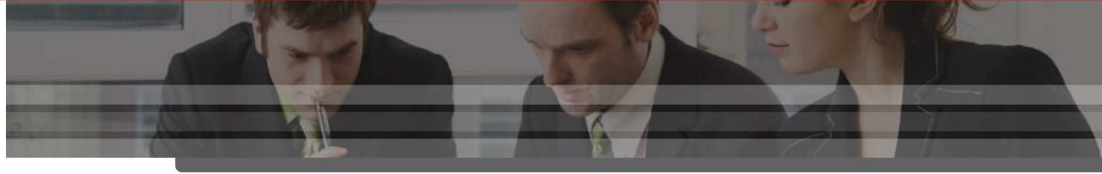
WE DELIVER · ON TIME · ON BUDGET

+ OFF-SHORE VALUE.

+ AMERICAN INNOVATION.

+ WORLD CLASS DEPENDABILITY.

+ NEIGHBORHOOD ACCESS.



Newbold Technologies Two Primary ISS Components

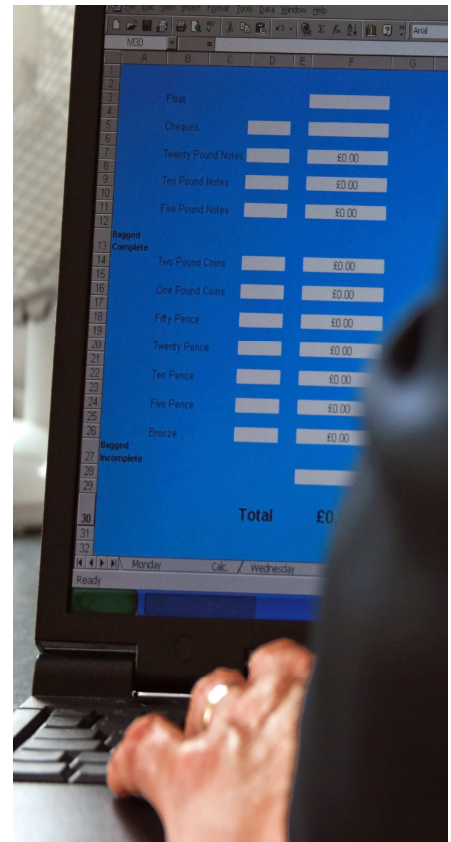
This catalog is designed to provide you with a complete understanding of Newbold Technologies Infrastructure Support Services (ISS). Newbold Technologies has built their ISS around two primary areas of expertise. These areas and their basic functions are outlined below:

Area 1 – Client Support, including:

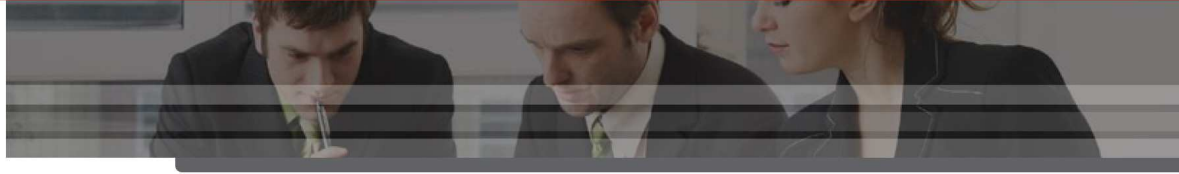
- **Helpdesk Support**
- **End User Administration**
- **Event Management with Reporting**
- **Remote/onsite support (Onsite or 4 hour/8 hour deploy)**
- **Server hardware and operating system support**
- **P.C. hardware and operating system support**
- **LAN/WAN Support**
- **Backup/Recovery Support**
- **Patch and Anti-Virus Management**
- **Computer Asset Management**
- **Environment Diagram and Configuration**

Area 2 – Client Consulting, including:

- **Disaster/Business Recovery Assessment**
- **Security Assessment**
- **Environmental Assessment**
- **Strategic Infrastructure Design and Deployment**



An ISS specialist from Newbold Technologies will be happy to discuss the many benefits that our approach to customer support and consulting has. The following pages contain the specific information on how we deliver the services listed above.



ISS Teams and Descriptions

To facilitate the delivery of services we have developed the following teams that are responsible for the support of our clients. Each of these teams play a unique and critical role in the support of your data infrastructure and carry different roles and responsibilities.

Central Help Desk – Tier 1

- This team is responsible to field all initial calls, log them into the tracking system, resolve if possible or route to the appropriate next level.

Remote Infrastructure – Tier 2

- This team is responsible for responding to the needs of the client by addressing the help desk issues that are reported from the client. They may provide this support by coming onsite to the client location or by performing remote troubleshooting.

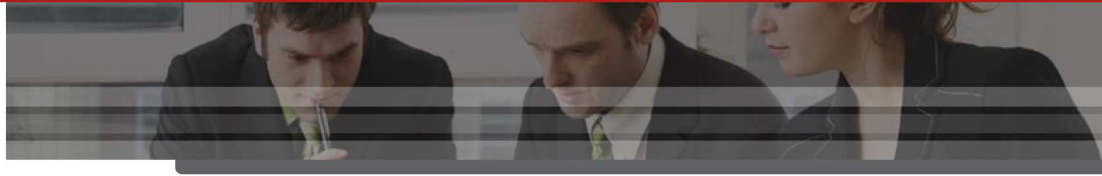


Central Infrastructure – Tier 3

- This is the core team of senior support personnel responsible for the infrastructure of the client and for supporting field technicians while at a customer location.

Central Infrastructure – Consulting

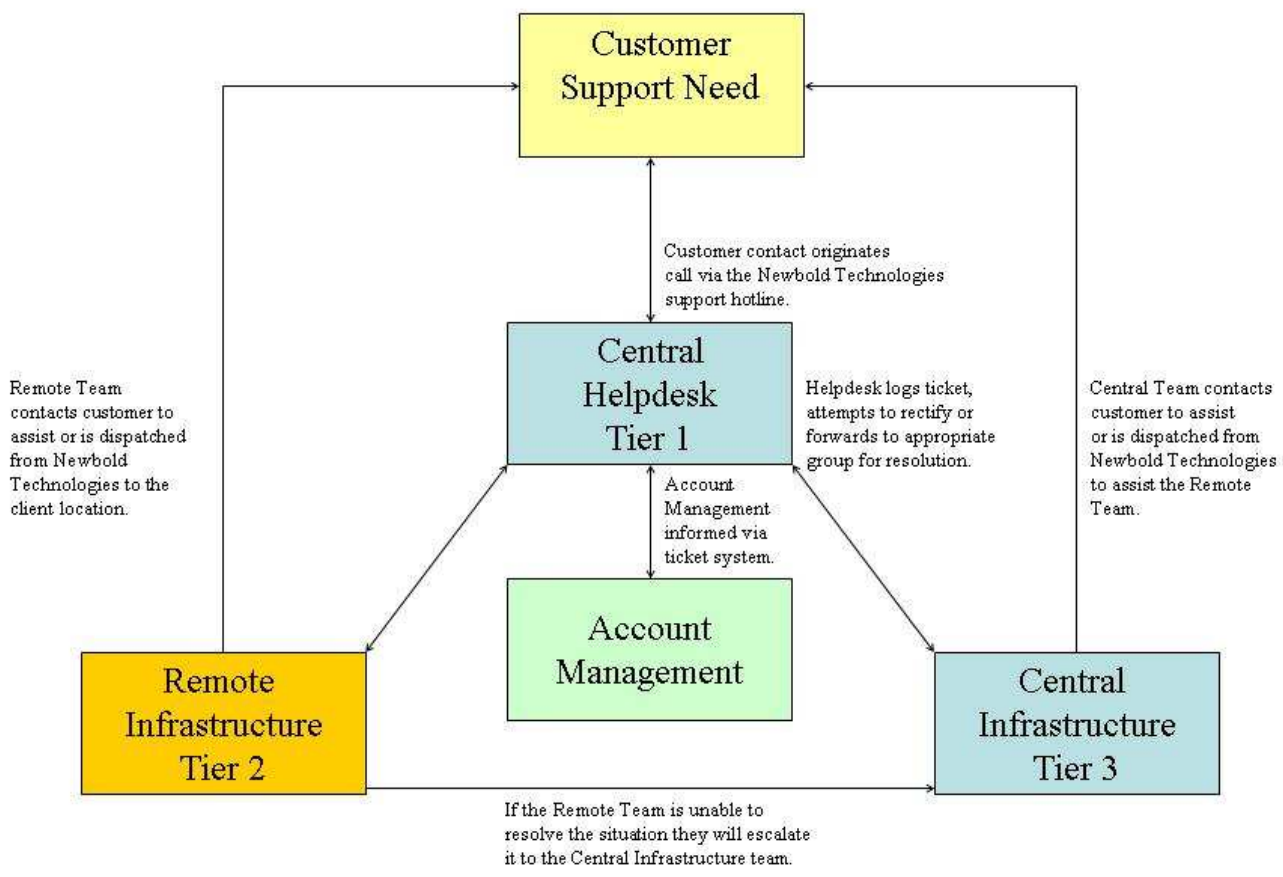
- This team is responsible for analyzing and assessing the client's infrastructure environment and making recommendations for improvement. This team will ensure that your data network will stay secure, robust and efficient.



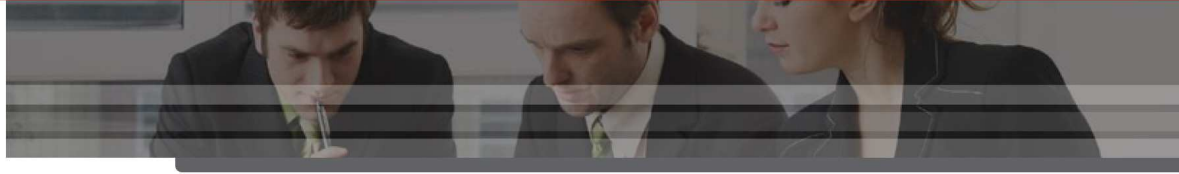
ISS Reactive Customer Support Process

Newbold Technologies has developed an efficient and effective process for support and maintenance of your computing environment. This process ensures that we respond quickly and accurately to your needs. This process is outlined in the following diagram:

Customer Support Process



By providing you with a consistent response plan you can be assured that Newbold Technologies will keep your computing environment up and running at peak performance. In addition to the reactive support that Newbold Technologies provides our ISS package includes a complete list of proactive maintenance services that are provided to our clients. The details of this proactive service are contained on the following page.



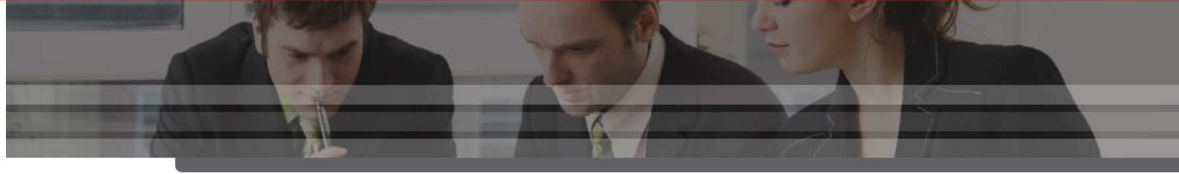
ISS Proactive Maintenance Services

Newbold Technologies has assembled a list of maintenance services that are provided to our clients as part of our ISS package. The following list is an example of the services that are typically provided on a proactive basis to help ensure that we catch problems before they start.

Physical Review of PC / Workstations	We will review that status of each of your PC's and perform basic maintenance functions that include: Security checks, virus scanning, deletion of temporary files, disk clean up, disk defrag, application of system and security patches.	Performed on a quarterly basis
Physical Review of Servers and Network Devices	We will review that status of each of your servers and network devices and perform basic maintenance functions that include: Security checks, virus scanning, deletion of temporary files, disk clean up, disk defrag, application of system and security patches, review system logs, check backup status, perform reboot and review firewall logs.	Performed on a monthly basis
Inventory Auditing	We will ensure that your computer hardware inventory stays current and up to date.	Performed monthly and quarterly as needed.
Infrastructure Audit and Risk Assessment	We will perform a full audit of the current infrastructure and provide you with a report that contains any concerns or vulnerabilities as well as our recommendations to address the identified items.	Performed on a yearly basis



By performing proactive maintenance, Newbold Technologies can ensure that all areas of your computing environment receive regular checkups to ensure that they are and will continue to function as intended. Proactive maintenance is a vital part of the Newbold Technologies support package. This process also ensures that we meet all of your technology users and build a relationship with them. Having a strong relationship with our clients is very important



ISS Customer Consulting Services

Newbold Technologies has the experience and expertise to help you meet the challenges of today and tomorrow. We can help you understand your current needs and make the right moves to meet those needs as well as prepare for the future. Our core areas of consulting are as follows.

Physical Environment

- **Assessment, design and management of physical environments such as Data Centers, Server Rooms and User Desktop Environments.**

LAN / WAN

- **Assessment, design and management of Local and Wide area network activity including the configuration, support and diagnostics of wiring, hubs, switches, routers, wireless, VPN and external communications circuits.**

Data Backup and Retrieval

- **Assessment, design and support for backup and recovery technologies, testing and storage retention.**



Disaster and Business Recovery

- **The creation and testing of disaster and business recovery plans ensuring an operation can recover from point failures to catastrophic events.**

Regardless of the size or complexity of your computing environment, Newbold Technologies team of senior professionals can access and advise you in a way that will not only address your current needs but prepare you for the future.



114 West 5th Street
East Liverpool, OH 43920
330.385.5579 (Phone)
330.385.2672 (fax)
www.NewBoldTec.com