



## Diamond CARE Service Plan Description

We provide small and mid-sized companies the information technology (IT) advantages of big companies, so you'll get the most from your technology investment – guaranteed!

VM Systems offers Diamond CARE service as an annual service to local clients having systems with 41 – 100 computers.

### *Our “Value Method” Approach*

Our Value Method brings a level of professionalism and manageability to your internal systems, helping you use IT as a strategic tool in your business.

We begin with an annual audit which helps us to help you:

- ✓ understand what you have
- ✓ identify needs and risks
- ✓ establish a recommended action plan

Upon completion of the audit and presentation of the audit report we work with you to prepare an annual plan for your business.

This plan may be as simple as providing on-site support for 5 days each month, or rectifying risks identified during the audit, or the implementation of a strategic project such as designing and deploying a website that ties-in with in-house systems.

### *Satisfaction Guarantee*

Complete client satisfaction is our goal, and we believe in this so strongly that we will back it up with a guarantee – in writing. If you are not satisfied with our service for any reason, let us know. If we have not rectified the problem to your satisfaction within two weeks we will refund a portion of your annual Diamond CARE service fee.

### *Response-Time Guarantee*

If you have a systems emergency that is impacting your business we will respond within two hours. If we fail to

respond within two hours, the first two hours of service to resolve the problem are on us.

### **Our Annual Audit**

Once each year VM Systems conducts a comprehensive systems audit, along with a management report, that addresses the following:

- ✓ comprehensive hardware and software inventory
- ✓ software license inventory by computer (discrepancies will be identified)
- ✓ power and battery-backup audit
- ✓ backup and recovery audit
- ✓ firewall integrity report (for clients with internet access)
- ✓ basic systems security audit
- ✓ operational procedures audit, including:
  - ✓ backup procedures
  - ✓ new hire/termination checklists
  - ✓ hurricane preparedness checklist
- ✓ applications inventory
- ✓ risk assessment

Our annual audit includes a two-hour management presentation, scheduled after the audit report is prepared.

### *On-Site Support*

In addition to the annual audit, Diamond CARE clients are allotted 60 days per year for on-site support. This time can be assigned in a flexible manner based upon the annual audit and a jointly developed action plan.

The time can be allotted to periodic on-site support (e.g. 5 days per month) or applied towards specific projects on the action plan. Any allotted time not used by the end of the year is automatically rolled-over into the following year.



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## Remote Support

Diamond CARE service clients are entitled to unlimited remote email and phone support .

## 24 x 7 Support

Diamond CARE service clients are eligible for 24 x 7 support on an emergency business (up to 6 incidents per year).

## Web and Email Hosting

Diamond CARE service plan clients have access to web site and email hosting provided by VM Systems. The Diamond hosting plan includes:

- ✓ up to five websites with 2GB combined storage
- ✓ 20GB traffic per month
- ✓ 100 POP/IMAP email accounts (unlimited aliases)
- ✓ self-service administrative web console
- ✓ remote mail access via the web (webmail)
- ✓ SPAM detection at the server
- ✓ SSL (secure website traffic if required, client SSL certificate procured and installed at cost)
- ✓ Domain Name Service for up to 5 domains
- ✓ PostgreSQL / MySQL database
- ✓ MS FrontPage Server extensions
- ✓ CGI, PHP and SSI

## Additional Services

Diamond CARE service plan clients can obtain additional services at hourly rates.

We also offer off-site secure internet backup, up to 20GB is included as a standard offering.

24 x 7 support is provided for emergency problem resolution.

We can also undertake larger strategic projects for clients such as systems integration or custom solution development.

## Billing and Reporting

Client bills include an activity statement for the previous period as well as a year-to-date summary detailing time and incidents used and available.

Talk to us about our flexible payment plans.

## Service Plan Summary

	<b>Diamond CARE</b>
Computers on network	41 – 100
Annual audit	Yes
Satisfaction guarantee	Yes
Emergency response	2 hours
On-Site support / project work	65 days / year, e.g. 5 days / month
Phone/email support	unlimited
Web-hosting & email	Diamond
Off-site mirrored backup	20GB
24 x 7 support	6 incidents / year

## Our Background

VM Systems has been doing business in Naples, Florida since 1999. We have extensive backgrounds in Information Technology, not just as vendors but also as business clients.

We have provided out-sourcing services to a variety of clients ranging from local startups to billion dollar multi-nationals. We can help you use IT to realize your business's full potential.

## Contact Information

To schedule a free consultation and find out what Diamond CARE can do for your business, contact David Marshall:

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