



Dayton Technology Group

## iNET Proactive IT Support

At **DTGi** we focus on effective IT support programs so that we can bring **TRUST** back into your network vocabulary.

Becoming more proactive with the support of your network, instead of "reactive" is an objective that will benefit your business in many areas.

DTG offers 3 different service levels each targeting different business sizes or requirements

### iNET Basic

### iNET Support

### iNET Care

**iNET Basic** MONITOR + MAINTAIN

Monitor network. Maintenance performed. Response SLA's. Inform/Notify when we see issues and we plan for additional involvement

**iNET Support** MONITOR + MAINTAIN + SECURE

Fix small issues proactively with monitored services. Manage all security. Available for additional support as-needed.

**iNET Care** MONITOR + MAINTAIN + SECURE + PROTECT + MANAGE

Keep services up and running at all times. Protect network. Secure network. Protect all critical data and services. Managed End-User support. Executive Consulting. Managed Pricing. Entire IT department approach

More than once, Dayton Technology Group has worked with us to resolve imminent network issues much more effectively than we could have by ourselves. Having DTG on our team helps us deliver amazing IT services to our company"

Mike Mason - CFO  
MidFirst Credit Union. Middletown, Ohio

**We can help keep your key business tools available and completely maintained.**

With our Programs we have systems and professionals in place to keep your network available, keep issues resolved and allow you to focus on your business.

We'll have technicians looking after your network and it's security to deal with small issues BEFORE they affect your productivity.

**Don't worry about your network.....we have everything covered!**

We can be your entire IT staff for a fraction of the cost of hiring internally with iNET CARE.

Name	CPU	CPU (Cvtab)	Disk	Disk Queue Length	Ethernet Errors	Fab Status (Dell)	Fab Status (HP)	File Size	Generic Network (SMB)	Memory	Memory (Local)	Power Supply (Dell)	Power Supply (HP)	Raid Status (HP)	Server Temp (Dell)	Server Temp (HP)	Traffic
AP	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
AP2	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
Barracuda Spam	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
Client: DTGBLLING	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
DC	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
DTG-NAS	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
DVR_System	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
External dtgi WWW	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
FortiAnalyzer	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
Fortigate100A_FW	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
Fortigate60_Filter	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
Liebert UPS	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
NCompass Server	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
PhoneSystem	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
Temp_AWVS_Router	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
Terminal Server	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
WEBSERVICES Server	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK

**Our proactive support program can transition your network to a healthier state by :**

**Keeping your network services up and running:** we monitor for issues, fix issues, respond proactively and put protection in place to protect critical services so that your network stays available

**Securing the network** to avoid issues from viruses internet activity, malicious programs and email, and other threats

**Enabling business continuity** by proactively detecting and resolving issues BEFORE they become outages and putting solution in place to keep service up and running

**Answering business needs with it** through administration, consulting, IT planning and reporting.

**Decrease and stabilize IT spending** through managed pricing and proper IT evolution and a focus on value-add services.

DTGiNET MSP: Network Support Programs



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iNET Proactive Support Program	iNET Basic	iNET Support	iNET Care	Areas we cover...
<b>Monitoring</b>				
24 x 7 Monitoring and alerting	✓	✓	✓	Windows servers
Track network performance, availability, security	✓	✓	✓	Windows Desktop
Investigate identified issues	✓	✓	✓	Linux Servers
<b>Maintenance Plans</b>				Network services
Preventative/Routine Maintenance	✓	✓	✓	Email Servers
License and Warranty Tracking	✓	✓	✓	Database servers
Monthly Reporting	✓	✓	✓	Internet Connection
Network documentation	✓	✓	✓	Network Connections
Category-based time tracking	✓	✓	✓	Firewalls
<b>Security</b>				Security Services
Security Level 1 Patch Management    Antivirus Management	✓	✓	✓	Switches
Security Level 2 Managed Firewall    Web Filtering    Traffic Monitoring Security Consulting		✓	✓	Routers
Security Level 3 Intrusion Prevention System    Application Control Vulnerability Mgmt Program    FW Log Archival				3 <sup>rd</sup> party software
<b>Response: Need response if....</b>			A=Additional    ✓=Included	LOB Applications
Remote small fixes (Monitoring shows small fix is required)	✓	✓		Project planning
Management & Administration (Monitoring & Investigation shows change is required) (new user or mailbox requested)	A	✓		Project deployment
Troubleshooting & Resolving Issues	A	A		Help Desk Support
After-Hours Emergency Response	A	A		Network Engineering
Additional Onsite requested	A	A		Network Admin
Project Required (updates, new equipment, new services, upgrades)	A	A		Email filtering
				Antispam services
				Antivirus services
				Antispyware services
				Web sites
				Phone systems
				Software Licensing
				Hardware warranty
				Consulting



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<b>Other Support</b>				IT planning
Dedicated Onsite hours each month		✓	✓	Virtualization
Response SLA's	✓	✓	✓	Network
Performance SLA's			✓	Management
Managed Desktop support			✓	
<b>Protection</b>				
Protect Critical data (managed local & offsite backups)			✓	
Recovery (managed recovery of critical services)			✓	
Disaster Recovery plans and services			✓	
<b>Executive Level IT Services</b>				
IT Evolution Planning			✓	
Policy Creation & Management			✓	
Quarterly Executive Scorecard & Consulting Report			✓	
<b>Financial Benefits</b>				
Managed Pricing			✓	
Rate Discounts	10%	15%	20% - 40%	

**Total bytes per second (KBytes/Second) Vs. Time**

