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NETWORK PARTNERS, INC.  
DIRECTORY OF SERVICES

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Guide to Support and Services offered by Network Partners, Inc.

Fall 2005



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## About Network Partners, Inc. home of the PC-Guru®

Welcome to the NPI family! We are honored and privileged to be your service provider. We provide a wide range of products and services to a broad array of businesses. This directory is your key in understanding what products and services we offer and how they are presented. Should you have any questions, do not hesitate to contact us. We are your Network Partner



### MANAGEMENT

#### President

Bill Hood **972-470-0511x800**

[Bhood@NetworkPartner.com](mailto:Bhood@NetworkPartner.com)

#### Vice-President Operations

Connie Jo Coker **469-228-5116**

[CJCoker@networkpartner.com](mailto:CJCoker@networkpartner.com)

#### General Manager

Rick DeCaro **972-470-0511x21**

[RDecaro@networkpartner.com](mailto:RDecaro@networkpartner.com)

### HELP DESK

#### Hours of Operation 7am-7pm CST

You may call the Help Desk for any service we provide. They are the central point of communication for NPI. No matter what your need, it is always a good idea to start by contacting the help desk.

**Email** [Help@PC-GURU.com](mailto:Help@PC-GURU.com)

**DFW** **972-470-0511**

**Toll-Free** **877-9PC-GURU**

There may be a time when you call the Help Desk during normal business hours we will not be able to immediately answer your call because we are servicing other customers. The auto attendant will notify you that all representatives are busy and offer you two choices:

- Hold for the next attendant
- Leave a message with a 30 minute call back

Your call is very important and we answer all calls as soon as possible.

### CREATING A SERVICE TICKET

When you need technical assistance, regardless of the type of assistance, start by calling or emailing the Help Desk. The Help Desk will create a service ticket based upon the following:

- Your company name, your name and contact information. The first time you call we will create a profile with your contact information.
- Priority as defined by you as
  - Work Stoppage
  - Same Day
  - As soon as practical
- Schedule preference
- A description of the problem in your words

The Help Desk attendant will create a ticket and define the next step. Be sure to get you ticket number! For each company we support we create a unique service level agreement (SLA) that defines our response. Contact you NPI administrator for your exact SLA. In general, issues prioritized as Work Stoppage are acted on quicker than those designated as Same Day or As Soon As Practical. In every scenario, we will resolve your problem as soon as possible.

Once a ticket has been created, the job will be assigned and scheduled. That scheduling may be as soon as immediately or as you requested.

As the Help Desk completes the new ticket they will give you the following:

- **Ticket number**
- **Date and time scheduled**

### AFTER HOURS SUPPORT

If you require assistance after our normal business hours you have two options for obtaining service:

- Declare an emergency and receive immediate support 24x7x365 or
- Leave a message for the support team and they will contact you in the morning of the next business day.

When you need after hours support, follow these easy instructions:

Call the Help Desk at 972-470-0511. The auto attendant will note that the office is closed and give you two options:

Press 1 to leave a message with your company name, your name and a brief description of the problem.

Press 2 to initiate an emergency response. You will be leaving a voice mail so please leave us your company name, your name, your contact information and a brief description of the emergency. This type of message will initiate a page to the engineer on call. You will receive a call back within 30 minutes.

**HARDWARE OR SOFTWARE QUOTE**

We will gladly give you a very competitive quote for virtually any hardware or software product in today's market. Simply call the Help Desk and let them know you would like a quote!

**THE APPROVAL PROCESS**

Many times a small problem can lead to a large project. Our procedures are specifically designed to keep a small problem from turning into an unexpected and expensive project. When you initiate a service call, it is assigned a number of hours. We will not exceed those defined hours without your approval. When you do call and it is determined that your task will require over 8 hours of labor and/or more than \$500 in parts NPI assigns this as a project. On projects, specific approval is required.

Some of our clients have set that limit even lower. Contact your NPI administrator for specifics on your company. In all cases, if a request for service exceeds a pre-defined limit we will contact your company and gain specific approval to proceed.



**SERVICES**

NPI offers a broad range of services including software design and development, web page design and development, project management, short term staffing, system monitoring, web hosting, mail hosting, spam filtering and NPI is an Application Service Provider.



**Problem Resolution**

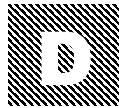
Although we work very hard to make you happy, we know that we can't each and every time. When a problem does occur and you feel as though we have not resolved your problem please contact our President, Bill Hood directly.

972-470-0511 x800  
[Bhood@networkpartner.com](mailto:Bhood@networkpartner.com)



**Spam Filtering**

Tired of spam filling up your mailbox with unwanted junk. SpamGuard can help. This elegant and cost effective solution can be installed in a few days and will eliminate spam immediately. Best of all, it is about \$30 per month, per domain. Unlike other spam filters there is no charge per mailbox!



**DATA CENTER**

NPI has a state of the art data center in Richardson, Texas that features multiple redundant internet connections, multiple redundant firewalls, battery and diesel generator backup power. Currently we are supporting in excess of 100 servers. We host web sites, mail, and applications for a broad number of clients all over the United States.

We offer collocation, hosted services and disaster recovery services in the data center.



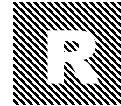
**NETGUARD**

NetGuard is a service for the small to medium business and includes regular service calls as little as 4 hours per month. During that regularly scheduled call, we perform the preventative maintenance required to keep your network operational. As a NetGuard customer you are entitled to several key benefits, they are:

- Lower rates
- Guaranteed response in your time of need (onsite, less than 2 hours)
- Professionally documented network

- Discounts on hardware and software

Essentially as a NetGuard customer, NPI becomes your Information technology department and is there when you need us. Because we are performing regular maintenance and we have thoroughly documented your network, when you do have a problem we are there quickly and ready to resolve the issue, not learn the network.



**RELATIONSHIPS**

NPI is partnered with the very best the world of technology has to offer. We are certified professionals registered with Microsoft, Novell, Cisco, Citrix, WatchGuard, and many, many more. We have huge buying power with TechData, Ingram-Micro and CDW. We are Dell authorized reseller.



**NATIONWIDE**

NPI has over relationships with in excess of 100 third party resources (TPR) under contract all over the United States. We use these TPRs to provide services in most major US markets.



**PRODUCTS**

**QuickStart** is designed exclusively to expedite the installation of your WatchGuard SOHO, SonicWall and Cisco firewalls. Network Partners professional engineers will guide you through the installation from unpacking the firewall, installing it on your Internet connection and will professionally configure the device for maximum safety and performance. We'll account for Web Servers, mail servers and any other device in your environment that requires Internet exposure.

As an added bonus we will monitor your environment 24x7 for 90 days.

Benefits:

Professional installation

Avoid outages

Assure maximum safety and performance

Reduce operation costs and risks

Enhance response time, minimizing time to repair

Assure happier users

#### **Pop Mail**

Pop mail combines a generous 1GB of email storage, a separate 100MB of space for uploading files, and a very fast email service with no ads, popups or taglines. Use your domain name! Includes POP3 and IMAP access to email, outgoing SMTP, anti-virus protection and spam filtering, tools for managing and consolidating your existing email accounts, and more. The service costs just US \$24.95 a year and there's a 30 day no obligation free trial.

**Firewall Management** Preserving the foundation of a companies critical information does not subside once a security device has been implemented. Businesses must continually monitor their applications, servers, databases as well as alternate networking devices for implementations of any signs of malevolent and vicious activities.

To insure the company is holistically managed and secure 24X7 means that monitoring 24X7 needs to be implemented. Expertise, dedication, and analysis of situations all need to be implemented in order to secure that attacks are immediately brought to attention. Most companies cannot afford to have this type of service.

That is where Network Partners, Inc. steps in. Working with CDW they became a reseller of Firewalls and discovered that no service out there was cost efficient in monitoring and securing a companies safety. Providing 24X7 monitoring and expertise Network Partners, Inc. secures companies critical information through monitoring and management, all in a realistic, all-inclusive monitoring layout.

# Network Partners, Inc. allows the company to visually view its monitoring as well with the site <http://reports.networkpartner.com> and gives you a secure password allowing you to access it limitlessly and at any time.

#### **SNMP Monitoring**

Gain total control over your network.

Know what it is doing and where the trouble spots are.

Call your users to inform them of a serious problem before they call you!

Reduce costs and increase network up-time by being able to manage your network more intelligently.

Better serve your users by being able to provide the exact information they ask for.

Network monitoring and network management made easy

**Web Tracking** is your fully-outsourced web analytics service - just put a bit of code on your web pages and we take care of the rest.

Analytics shows you how people found your site, how they explored it, and how you can enhance the visitor experience. Improve your website return on investment, increase conversions, and make more money on the web. Intuitive Navigation. Over 80 reports covering visitor segments, marketing campaign results, search engine marketing, e-commerce tracking, and navigational analysis. Flexible Date Ranges Interactively compare date ranges and aggregate data over custom defined time periods. Interactive Reporting Slice report data on the fly, compare visitors by cross-segment, and graph data over time. Export data to Word, Excel, and XML. Expert Assistance understand your results with definitive Help written by web analytics experts. Only \$39.95 per website, per month!