

ENS, E-Key Network Solutions



> Proactive > Consistent > Affordable

The  Shield

www.e-keyns.com

It's Like Having Your Own IT Department



Are the computer systems you rely upon to run your business not working as consistently as expected? System downtime, viruses, spyware, loss of productivity.... These distractions are unnecessary, time consuming and very expensive.

Proactive, Flexible, Affordable, Managed

At ENS, E-Key Network Solutions (ENS) we understand that system downtime affects your company's bottom line. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure 24/7 so you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you expect from your computer systems.

Did you know? (according to Gartner Group)

- Over-spending – the average small business spends \$360 per user per month on technology.
- Under-utilization – Typically, only 15% of this investment in technology is actually utilized.

It's not just about monitoring... Monitoring just lets you know something is wrong... It's about a proactive preventative approach to IT systems management.

And it's not just about troubleshooting issues... It's about our technology expertise becoming your competitive advantage

The RTS Shield is all-inclusive IT support that encompasses the entire sphere of technology including: telecommunication strategy, business application vendors, mobile communication, website/internet and printer/copier contracts; all functions are managed and supported by our team.

It's about a proactive preventative approach to IT systems management

This is possible through the use of a series of "Best Practices" that we have developed over years of collective experience.

Best practices for tasks such as:

- Spyware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Backup and Disaster Recovery
- User Policy Enforcement

Best practices that are embodied in an automated state-of-the-art infrastructure that gives you immediate response time, access to resources and proactive solutions.

Our technology expertise becomes your competitive advantage.

DID YOU KNOW?

20 million person days per year are lost due to technology failures

A cost that few Businesses can afford. Any business supported by technology should consider both direct & indirect costs.



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Businesses are often shorthanded when it comes to fully leveraging technology, and are often frustrated because their IT staff is spending too much time simply keeping their IT systems up and running. They would prefer to be using their resources to perform more strategic tasks which can have a greater impact on their business rather than simply reacting to problems.”

Jeff Kaplan, THINKstrategies, Automating and Optimizing Service Delivery Performance

Proactive IT Management

By maximizing the benefits of technology, IT tasks can be automated and scheduled daily, weekly and monthly to ensure all tasks are completed and reported consistently and without fail.

As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any negative impact on the business due to inconsistent IT systems management.

Consistency creates reliability which results in predictable costs. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Consistency is the cornerstone of The ENS Shield.

ENS Shield Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

We keep you informed by providing regular communication and executive repoENS covering the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

Program Benefits

- Reliability
- Security
- Consistency
- Productivity Gains
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs

ENS provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. ENS uses advanced processes, tools and methodologies, to deliver superior services that match your needs. You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. We will help you turn your data networks into an effective, efficient component of your growing business.



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A proactive, preventative approach to IT management.

Let ENS help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

ENS Shield

COMPREHENSIVE SERVER MANAGEMENT

Our comprehensive server management keeps your servers running, available and secure.

Server Service Level Program

- ENS Monitor
 - Includes:
 - Monitoring and reporting of server environment.
 - \$95 per month
- ENS Total Support
 - Includes:
 - Monitoring and reporting of server environment.
 - Full management of entire environment, both Hardware and Software.
 - Includes administration and support of all IT related tasks on server.
 - Includes all Off-site and On-Site support.
 - Online Data Backup (up to 100 gb)
 - \$295 per month

No Surprises, Fixed Cost Add-on's

- Fixed Cost pricing for future upgrades:
 - Adding a new workstation or notebook to your existing environment - including:
 - Unpacking
 - Set-up
 - Configuring OS
 - Patch Install
 - Application Install
 - \$150.00

COMPREHENSIVE DESKTOP MANAGEMENT

The ultimate protection to keep critical workstations and users operational.

- Security Patch Management
- System Log Monitoring
- Virus Protection Management
- Daily System Audits
- End User Support Portal
- Monthly Management RepoENS
- Application Deployment
- Application Addition and Change Notification
- Hardware Change Notification
- Security Log Monitoring
- Application Log Monitoring
- Spy ware Removal and Management
- Bandwidth Usage Tracking
- Asset Management
- Report Generation
- Remote Management
- End User Remote Control
- Desktop Policy Enforcement
 - \$35 per month



Terms

1. Rates

1.1 All Managed Services Plans are all inclusive except Server Bronze Package and additional Project Work (ie. Ads, Moves, Changes.)

1.2 Projects will be billed on a per project basis.

1.3 Services under this Agreement shall be provided to Customer at a base rate of \$125 per hour ("Base Rate") for work done from Monday through Friday from 8:30 a.m. to 5:30 p.m., and shall apply regardless of whether the Services are performed on-site, remotely or by telephone.

1.4 The Base Rate shall increase to \$150 per hour ("Overtime Rate") for Services provided to Customer before 8:30 a.m. and after 5:30 p.m. on weekdays, and on Services provided over weekends and during official holidays, unless otherwise stated in writing. Service shall include travel time to or from Customer's premises or service sites at the base rate.

1.5 In the event the customer request same day service the Base Rate shall increase to \$150 per hour ("Rapid Response Rate") for Services provided to Customer for work done Monday through Friday from 8:30 a.m. to 5:30 p.m., and shall apply for work done the same day. Service shall include travel time to or from Customer's premises or service sites at the base rate.

1.6 Company reserves the right to periodically increase its base rate and increased rate, and will provide Customer with no less than 30 days written notice thereof.

1.7 Services are based on actual time spent, regardless of the complexity of the problem or issues addressed. However, there is a 1 hour minimum charge for services other than telephone calls.

2. Terms, Payment & Collection Costs

2.1 Company will invoice Customer upon completion of any additional hours, Rapid Response, 24x7, Help Desk or As Needed hours. Payment terms for any additional hours will be Net 15.

2.2 Projects will require a 50% deposit before commencement with the balance due upon completion.

2.3 Any payment not made within thirty days of the invoice date shall be subject to a late charge of one percent (1%) per month or the maximum rate allowed by law from the date of invoice, until paid.

2.4 If Company enlists the services of a collection agency to collect any amounts due to it from Customer under this Agreement; Customer shall be responsible for and agrees to pay all such collection costs.

3. Cancellation Policy

3.1 Customer will not be charged for appointments that are canceled in writing (letter, fax or e-mail) by Customer with 24 hours or more advance notice. Customer will be charged for and agrees to pay for any scheduled hours for cancellations with less than 24 hours notice.

3.2 Customer is responsible for placing any written time limits – if necessary – before services are provided by Company and cannot be retroactive.

4. Authorization

4.1 Customer acknowledges that the person signing this Agreement on its behalf is authorized to do so and may bind Customer to all the terms and conditions contained herein, and represents and warrants that such person is acting within the scope of his or her authority as an officer, director or duly authorized agent or employee of Customer.

5. Notice

5.1 All notices, requests and communications under this Agreement shall be in writing. Notice shall be deemed to have been given on the date of service if personally served or served by facsimile on the party to whom notice is to

be given. If notice is mailed, it shall be deemed to be given within seventy-two (72) hours after mailing, if mailed to the party to whom notice is to be given, by first-class mail, registered or certified, postage prepaid, and addressed to the party at the address set out below, or any other address that any party may designate by written notice from time to time.

6. Alterations to Services or Equipment

6.1 If Customer alters any Services or Equipment conducted by Company without the express written consent of Company, Customer does so at its own risk and expense. Company shall not be liable or responsible for problems created as a result of Customer's alteration of Services, Equipment and/or Customer's network or system. If Customer wishes Company to correct or fix its alterations or problems relating thereto, such Services by Company will be considered a new project and Customer agrees that the same terms and conditions set out in this Agreement shall apply.

7. Obligation to Back-up Software

7.1 Customer shall be responsible for maintaining backups of all critical software, documents, and applications on all of Customer's file servers, personal PC's, organizers, and other electronic equipment.

8. Reimbursement for Supplies

8.1 On occasion, Company may need to purchase spare parts, other equipment, supplies, accessories or software; in that case, Customer shall be responsible to and agrees to reimburse Company for all such costs or expenses incurred under this project. No purchases will be made without prior Customer approval.

9. Customer Warranty re Software Licensing

9.1 Customer warrants that all software it provides to Company for installation, configuration or use in any way, has been legally obtained and is properly licensed. Customer further warrants that it has legally purchased sufficient number of copies of such software and that it has not violated any licensing laws.

9.2 Company has no knowledge regarding licensing of software provided to it by Customer and Customer indemnifies Company for any installation, configuration or use of such software. Customer understands and acknowledges that that it shall be solely responsible and liable for all licensing and purchasing of software.

10. Limitation of Liability

10.1 Company shall not be liable to Customer for direct damages greater than the amount or price payable hereunder for its Services. Further, Company shall not be liable to Customer for any special, indirect, incidental, consequential or punitive damages arising out of or relating to this Agreement, whether the claim alleges tortious conduct (including negligence) or any other legal theory.

11. Relationship

11.1 Company provides Services to Customer hereunder as independent contractor, and this Agreement shall not be construed as a partnership or joint venture.

12. Non Solicitation of Employees

12.1 Customer acknowledges that Company has a substantial investment in its employees that provide Services to Customer under this Agreement and that such employees are subject to Company's control and supervision. In consideration of this investment, Customer agrees not to solicit, hire, employ, retain, or contract with any employee of the other, without first receiving Company's written consent.

12.2 If any employee terminates his or her employment with Company (regardless of the reason for termination), and is employed by Customer (or any affiliate or subsidiary of Customer) in any capacity either during or within a 6 month period, Customer shall immediately pay Company an amount equal to 50% of the then current yearly salary or wage paid by Company to such employee.

13. Severability

13.1 Any provision of this Agreement which is invalid, illegal or unenforceable in any jurisdiction shall, as to that jurisdiction, be ineffective to the extent of such invalidity, illegality or unenforceability without affecting in any way the remaining provisions hereof or, to the extent permitted by law, rendering that or any other provision invalid, illegal or unenforceable.

14. Entire Agreement

14.1 This Agreement contains the entire agreement between the parties regarding the subject matter herein, and supersedes any prior agreements or representations, whether oral or written. No agreement, representation or

understanding not specifically contained herein shall be binding, unless reduced to writing and signed by Company and Customer.

15. Attorneys Fees & Costs

15.1 In any action involving the enforcement or interpretation of this Agreement, the prevailing party, whether Customer or Company, shall be entitled to its reasonable attorneys' fees and costs, including such fees and costs incurred in connection with any appeals, in addition to such other relief as may be provided by law.

16. Arbitration & Governing Law

16.1 Any controversies arising out of or relating to this Agreement or the interpretation, performance or breach thereof shall be settled by binding arbitration in Maryland. Judgment upon any award rendered by the arbitrator(s) may be entered and enforced in any court having jurisdiction.

16.2 Maryland law shall govern the construction, validity, and interpretation of this Agreement and the performance of its obligations.

_____ Reliable Technology Services, Inc

By: _____ By : _____

Title: _____ Title: _____

Date: _____ Date: _____



