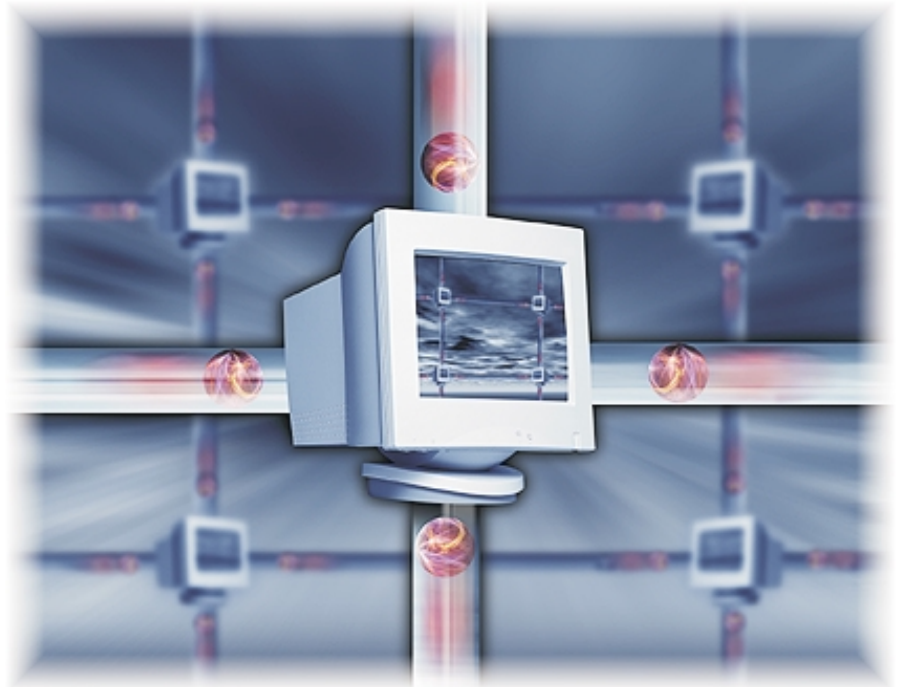


# Remote Systems Management



## Professional Service Solutions

**Multi-User Solutions**  
A Subsidiary of Computone Corporation  
Global Control Solutions ♦ Service ♦ Support

## Remote Systems Management

Extend the value of your network investment with Remote Systems Management Solutions. Our Professional Services Consultants can assist you in planning, developing, implementing and supporting the right solution for your systems management needs. Utilizing Computone Corporation's IntelliServer RCM4/8 & RAS 2000RCM high-performance Remote Access Servers, we can provide you with regular trending information and expert recommendations for optimizing your business-critical system environment.

Your technology infrastructure grows larger, more diversified and dispersed all the time. Multi-User Solutions Professional Services Consultants use the IntelliServer products to analyze your environment and to identify actions to reduce risk and enhance availability. Whether you need to optimize enterprise traffic, keep tabs on performance across various system and network elements, or relieve your in-house staff of increasingly heavy systems management and maintenance responsibilities, you can rely on Multi-User Solutions for time-saving support solutions.

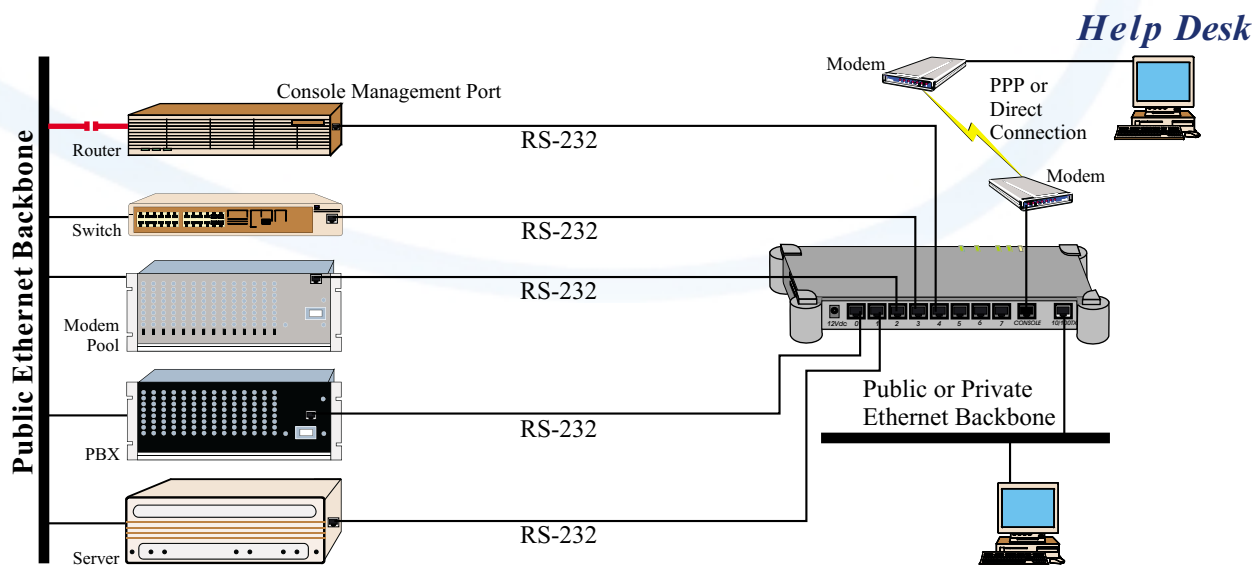
### Benefits:

- Continuously manage diverse system elements; Windows NT, Linux, and UNIX servers and storage devices
- Prevent costly downtime
- Proactively provide information for future upgrades
- Monthly & Quarterly custom performance reports
- Free your staff from day-to-day performance management tasks

We can integrate our tools and capabilities into your environment to help you manage your infrastructure more effectively. Offload part of the everyday systems management burden from your busy internal staff. Multi-User Solutions provides "core" systems management services including on-site service, multi-vendor management, and remote advisory support.

Now you can always have the performance, configuration and capacity information you need to proactively manage your systems and network availability that is crucial to your business success.

## Complete Remote Systems Management



ENHANCE SYSTEM ADMINISTRATION - Troubleshoot servers from any remote location with a modem, TCP/IP or network connection. The IntelliServer RCM management tools allow network administrators to reboot critical network hardware over LAN/WAN or out-of-band via dial-up modem. Network administrators can support and manage system & network elements located at remote sites. Network devices can be remotely accessed in order to change configuration parameters, connect users to restricted ports, collect buffered data, and perform a variety of other control related functions.

### INTELLISERVER® RCM4/8



### INTELLISERVER® RAS 2000RCM



# Remote Systems Management Professional Service Solutions Include the Following:

- Overall review & analysis of network performance
- Hard Disk "Free Space" reporting
  - › Overall disk usage
  - › Reporting of large files
  - › Disk usage by user / per file system
- Review of system log files
- Review network routes
- Review network interfaces
- Review system resources as related to the network
- Proactive notification when system parameters operate outside defined tolerances
- Notification of upgrades, patches and service packs
- Custom alert scripts (*requires custom quote*)
- Reporting success/failure of system back up procedures (*requires custom quote*)



**"Don't Leave Your Network Without it!"**

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## Remote Systems Management Service Options:

Scheduled reports are based upon the features as listed above.

### Silver - Features:

- Single Server Coverage
- (1) Quarterly Network Check-up
- (1) Quarterly Report

### Price:

- \$ 492 - 1 Year Service Agreement
- \$ 888 - 2 Year Service Agreement
- \$1092 - 3 Year Service Agreement

### Gold- Features:

- Up to 2 Servers Covered
- (2) Monthly Network Check-ups
- (1) Monthly Report

### Price:

- \$ 888 - 1 Year Service Agreement
- \$1596 - 2 Year Service Agreement
- \$1998 - 3 Year Service Agreement

### Platinum - Features:

- Up to 4 Servers Covered
- (2) Monthly Network Check-ups
- (1) Monthly Report

### Price:

- \$1488 - 1 Year Service Agreement
- \$2688 - 2 Year Service Agreement
- \$3348 - 3 Year Service Agreement

### Diamond - Features:

- Up to 8 Servers Covered\*
- (2) Monthly Network Check-ups
- (1) Monthly Report

### Price:

- \$2388 - 1 Year Service Agreement
- \$4296 - 2 Year Service Agreement
- \$5388 - 3 Year Service Agreement

\* Additional server coverage available. Call your sales representative for a custom quote.

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# Training Services



## Need more details on our Systems Management Solution?

Our Professional Services Group will provide qualified, potential customers with a free personalized demonstration of our Systems Management Solutions utilizing our online WebEx Meeting Center. We can present to you real-time information and discuss the details of integrating our support & service solutions into your organizations current technical infrastructure.

## Custom Training & Development Programs for the IntelliServer<sup>®</sup>

- 1) One-hour WebEx training to provide detailed information and functionality of the IntelliServer include:
  - Instructions on utilizing the IntelliServer to remotely configure and support your out-of-band devices
  - Instructions on using the IntelliServer with serial based products such as printers and terminals
  - Price: \$250
  
- 2) Two-hour customized WebEx training using your LAN/WAN topology\* to include:
  - Site specific training using the customer's IntelliServer
  - Specific configuration and implementation requirements based upon the customer's needs
  - Price: \$500

\* Requires Internet access to the IntelliServer device.
  
- 3) On-site consulting and training available: \$1200/day, plus travel expenses.