



Poplar Bluff Internet, Inc.
P.O. Box 190
Poplar Bluff, MO 63902
573.686.9114 phone 776.6452 fax
<http://www.semo.net> mail@semo.net

Poplar Bluff Internet, Inc

IT Outsource Proposal

BENEFITS OF OUTSOURCING YOUR IT ADMINISTRATION TO SEMO.NET

- **For less than the cost of a single salaried IT professional you get an entire team.** Your IT Administration needs are supported by a staff of more than 6 key IT Engineers whose combined annual salary is over \$250,000 in addition to 9 dedicated IT & Customer Service Personnel.
- **A suite of Value Added Services.** Our company has developed and/or purchased additional services we can provide as bundled with our Outsourcing pricing. These services make your company more secure, more productive and more profitable.
- **Manpower when needed.** When a catastrophic network failure occurs, downtime means money lost. In those situations when you need "All Hands On Deck," we can provide up to 15 individuals working to get you back online.
- **Products purchased at cost.** As your outsource team, all equipment purchased will be purchased at our cost. We will not profit on your equipment purchases.
- **Utilize our purchasing power and channels to get the best price.** Over the past ten years we have developed many channels for purchasing both new and used equipment and you will have access to that network of vendors to secure the best price possible.
- **Scheduled on-site visits.** We can provide a qualified IT person to be on site weekly, daily or tailored to your needs. Checking your network and answering any questions your staff might have.

Equipment Requirements:

Cisco routers and managed switches make it possible for us to quickly determine where problems exist on your network and provide a quicker resolution. Therefore we require that all networks be upgraded to include:

- Cisco Firewall router – Typically under \$500
- Cisco Catalyst managed switch – 24-port costs \$650
- For connecting multi-branch offices via VPNs we suggest Cisco PIX product line



FEATURES OF SEMO.NET'S OUTSOURCED IT

Direct Dial Number

You would have access a special phone number that bypasses our auto-attendant and goes straight to an Outsource IT Customer Service Representative. You will be a priority.

Personal Representative and Organizational Contacts

You will have your personal representative as well as a secondary contact so you won't have to re-explain the trouble each time. These individuals will triage your issue or problem; initiate trouble tickets; assist you in connecting with the proper IT individual; and determine if the problem requires us to dispatch a field technician or solve remotely.

Remote Access of PC Available

We can fix many problems remotely by simply controlling the computer via VNC or Microsoft Live and speaking with computer user on the phone at the same time. They can view on their screen all of our mouse and keyboard actions.

Routine On Site Schedule

Every two weeks a member of our IT Staff would be on site to evaluate your network, computers and servers. During these visits they would field any questions and address any problems you have. For larger networks we provide the opportunity for our staff to be on site weekly, daily or a schedule that is tailored to your needs.

Computer Repair

When a computer is out-of-warranty, we can repair your computers by replacing hard drives, cd-roms, adding or replacing ram, CPU fans, power supplies, etc. You will only pay for the parts.

Coordinating PC Manufacturer Warranty

If your computers are under warranty by the manufacturer or an extended warranty, we can facilitate the service by coordinating the service or part. If the manufacturer prefers self-install, the part can be shipped, installed and the defective part prepared for return.

Leased Computers

With credit approval, semo.net can provide aggressively-priced computer leases to give your company.

VALUE ADDED SERVICES

Diagram of Your Network

Being able to visually view a diagram of your network can aid in understanding where problems exist. Your network architecture will be diagramed and kept up to date for you.

Web Hosting for your domain

Our gold hosting package is bundled with our service. Read more at about this and other hosting services at <http://semohosting.com/pricing.asp>. Though web site editing and design are NOT provided with our service, our TotallyFabricated.com design team would be very willing to give you a quote for design and maintenance of your web presence.

Email Hosting for your domain

Up to 40 business-class email accounts (employee@yourcompany.com) are bundled with our service.

OfficeSafe Internet Filtering

Semo.net Content filtering can save your business money. Recent studies indicate that as much as 50% of corporate Internet is not related to business. OfficeSafe Internet allows you to block access to many of the sites that distract employees from their work. If your employees are viewing sexually explicit material or any material that could be offensive to a fellow co-worker or visitor, they could have grounds for legal action such as sexual harassment. Our service allows you to choose from over forty categories of sites which are allowed to be viewed by your staff. Your staff can also be divided into divisions and each division can be granted access differently. Read more at <http://OfficeSafeInternet.com>.

Postini Spam and Virus Email Filtering

Using patent-pending pass-through technology, email bound for your company's email server is processed in real-time through highly-secure service architecture. Within milliseconds, Postini separates spam and viruses from legitimate messages. Legitimate email is instantly passed on to the destination mail server. Suspicious email can either be quarantined in a web-based, password-protected message center for administrator or end-user review, or tagged and delivered. The entire process is fully automated and virtual. Valid emails are not stored, written to disk, or physically accessed by any persons other than the recipient or an authorized administrator.

Off-Site Backup Service (up to 2Gb)

Many businesses back up their data onto CD or Tape Backup, but don't daily remove their backup from the premises. If a fire consumes your building, is your corporate data ready to be reinstalled on a new server & computers? With our Off-Site Backup service, your file-server's data is encrypted daily and sent across the Internet to our secure backup server and stored for retrieval.

Network Monitoring with Real-time Paging

Your network servers can be monitored for up time and you have access to a web page map which can quickly show you what services are current down. Our IT team will be paged or text-messaged when any one of these services goes down and we will proactively address the situation. In addition, anyone within your organization can be configured to be notified electronically as well.

Corporate Intranet with Microsoft SharePoint

Where does your staff go to view the company calendar, employee policy book, company documents, etc. We can provide you with a powerful Intranet site for your company. Have you ever needed to find out what date is best for the staff Christmas party? You can create a survey in less than five minutes and everyone can fill it out and you'll see the responses. Offices who utilize Microsoft's sharepoint services are more efficient at communication. Web site editing and design are NOT provided with our service.

Internet Access is not included

Because each network has different needs for its bandwidth based on quality of service and each of those levels has a pricetag attached, we are not able to include a connection to the Internet with our service. Some offices require a \$600 per month T1 connection to the Internet which should not be down more than 10 hours in an entire year. Others choose to spend less and receive access with less quality assurance like DSL, Wireless or cable. You are also not required to utilize our Internet service at all.

Our semo.net IT team is ready and available to give you an accurate quote on your network. This involves one of our staff coming on-site for about an hour to complete a survey of your network structure. There are many ingredients involved in the quote including how often we are scheduled to be on-site. We recently priced a twenty computer network with one file server and a weekly on-site schedule for \$1000/month. Compared to an IT Professional, we are able to save this company over \$20,000 per year in when factoring in salary, benefits, office fixtures & equipment, vacation & sick leave.