

Monthly Computer Support Plans

Choose the right plan for your business.

We have three comprehensive monthly support plans to choose from. Each plan offers proactive management of your company's computer systems, and is tailored to the unique needs of your small business. Client's who wish to "try before you buy" can demo our plans for one month (with the option to cancel with no questions asked), or simply try our On-Demand service.

► Starter Support Plan

The Starter program guarantees peace of mind by delivering dependable, dedicated IT support services.

- 24/7 System Monitoring
- Unlimited Email Support
- Discounted Phone Support
- Discounted Remote Support
- Discounted Onsite Support
- Fast Response Times

► Professional Support Plan

Our Professional program is ideal for small and medium sized businesses, who don't have a full-time IT department but would like to have the benefit of enterprise-class support services.

- 24/7 System Monitoring
- Unlimited Email Support
- Unlimited Phone Support
- Unlimited Remote Support
- Discounted Onsite Support
- Faster Response Times
- Hardware/Software Procurement

► Premium Support Plan

The Premium program is designed to supplement your existing IT department. This "all inclusive" model provides the benefits of a full-time IT department at a predictable, budget-friendly cost.

- 24/7 System Monitoring
- Unlimited Email Support
- Unlimited Phone Support
- Unlimited Remote Support
- Unlimited Onsite Support
- Fastest Response Times
- Hardware/Software Procurement
- After Hours Server Recovery
- Vendor Management



Disaster Recovery

When the unthinkable happens, MulberryTek can provide the best services available to get your systems - and your people - back to work.

► MulberryTek DataGuard BDR Appliance (Backup & Disaster Recovery)

It is crucial to your business that your network and servers always be up and running with no downtime. With most backup services, end users experience downtime when servers are reconfigured, parts are replaced, and data is restored. But with MulberryTek's DataGuard BDR appliance, your servers are "virtualized" in the event of a system failure. With virtualized servers, our BDR solution backs up your data offsite to the MulberryTek Cloud to protect your data in the event of total site disaster. It all happens automatically and seamlessly, and is transparent to your clients and staff.

Features of the DataGuard BDR for Kansas City Disaster Recovery

- Backs up multiple servers with one device
- Takes a snapshot of your server every 15 minutes
- Takes the place of your production server in the event of a complete system outage
- Automatically tests virtualizations performed (nightly)
- Transfers initial backup images to the cloud for off-site backup
- Automatically validates images for assured data integrity
- Brings your server online in the cloud in the event of a total building loss
- Provides 24/7 monitoring of your DataGuard BDR

MULBERRYTEK DATAGUARD BDR APPLIANCE MODELS		
DataGuard BDR 100	DataGuard BDR 200	DataGuard BDR 500
Tower or Rack Mountable (1U)	Tower or Rack Mountable (1U)	Rack Mountable (2U)
Quad Core Xeon Processor	Quad Core Xeon Processor	2 Quad Core Xeon Processors
8 GB RAM Memory	12 GB RAM Memory	18 GB RAM Memory
RAID1 Configuration	RAID10 Configuration	RAID5 Configuration
1 TB of usable space	3 TB of usable space	6 TB of usable space
Backs up 3 Servers	Backs up 6 Servers	Backs up 10 Servers
100 GB Offsite Cloud Storage	200 GB Offsite Cloud Storage	500 GB Offsite Cloud Storage
24/7 Monitoring	24/7 Monitoring	24/7 Monitoring
Nightly backup job verification	Nightly backup job verification	Nightly backup job verification
12 Days/year of Cloud DR Site usage	12 Days/year of Cloud DR Site usage	12 Days/year of Cloud DR Site usage
Next Business Day Replacement	Next Business Day Replacement	Next Business Day Replacement
3 Year Hardware Refresh Included	3 Year Hardware Refresh Included	3 Year Hardware Refresh Included

► E-mail Continuity & Spooling

MulberryTek is a leading provider of email spooling and continuity services. With our e-mail continuity service, your organization can continue to conduct business if your mail server goes down. Your employees will be able to receive e-mails as well as reply-to, forward or compose new messages as usual.

Features of Mulberry Tek's E-mail Continuity Plan

- If your in-house email server goes offline, emails sent to your company are automatically spooled on our system until your server comes back online.
- Your users can receive their queued messages using Microsoft Outlook or any other standard e-mail client that supports POP or IMAP access.
- Each user for a domain can login to Webmail to view their individual mailbox, and can create, reply-to or forward queued messages. Users can also view or send e-mail attachments.
- Users can send outbound e-mail through our SMTP service using their e-mail client.
- When you setup the e-mail continuity feature and then setup the POP or IMAP account on the users desktop e-mail client, if an outage occurs on your mail server your users will still receive their e-mail seamlessly in their e-mail client.



Peace of mind. Delivered.

MulberryTek

IT SUPPORT & CLOUD SERVICES

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IT SUPPORT & CLOUD SERVICES

The benefits of IT outsourcing for small businesses.

Increase efficiency. Companies that do everything themselves have much higher research, development, marketing, and distribution expenses. An outside provider's cost structure and economy of scale can give your firm an important competitive advantage.

Reduce labor costs. Hiring and training staff for short-term or peripheral projects can be very expensive, and temporary employees don't always live up to your expectations. Outsourcing lets you focus your human resources where you need them most.

Start new projects quickly. A good outsourcing firm has the resources to start a project right away. Handling the same project in-house might involve taking weeks or months to hire the right people, train them, and provide the support they need. And if a project requires major capital investments (such as building a series of distribution centers), the startup process can be even more difficult.

Focus on your core business. Every business has limited resources, and every manager has limited time and attention. Outsourcing can help your business to shift its focus from peripheral activities toward work that serves the customer, and it can help managers set their priorities more clearly.

Level the playing field. Most small firms simply can't afford to match the in-house support services that larger companies maintain. Outsourcing can help small firms act "big" by giving them access to the same economies of scale, efficiency, and expertise that large companies enjoy.

Reduce risk. Every business investment carries a certain amount of risk. Markets, competition, government regulations, financial conditions, and technologies all change very quickly. Outsourcing providers assume and manage this risk for you, and they generally are much better at deciding how to avoid risk in their areas of expertise.

Peace of mind means no problems, no worries, and no budget-breaking IT overhead.

MONTHLY SUPPORT PLANS – A PROACTIVE APPROACH TO KEEPING YOUR BUSINESS RUNNING SMOOTHLY

Simply put, MulberryTek's Monthly Support Plans are computer support agreements tailored to your needs and budget. When your computer systems are down, what do you do? Do you call around looking for the best price and hope that a qualified technician arrives? What if you could be notified before you even knew there was a problem with your system? What if you knew how much your computer support would cost every month, and had the peace of mind that your network was being managed by competent, friendly technicians.

Our focus is on keeping your IT systems up and running so that you can concentrate on your core business. With our Monthly Support Plans, we provide our highest level of support based on a flat-fee support agreement. You pay the same amount every month for the services included in your plan regardless of how much support you require. Time and hourly rates are not an issue because we are motivated to make your environment as stable and functional as possible no matter what it takes. Plus, there is a built-in IT strategy element that ensures you are getting the most out of your IT investment.

THE MULBERRY CLOUD TAKES THE WORRY OUT OF STORING YOUR VALUABLE DATA

With the Mulberry Cloud, we provide a secure and readily accessible home for your data assets. We take care of maintaining the system infrastructure, using up-to-date, redundant hardware and software systems. Your business can "plug in" to this resource without investing in anything other than your relationship with MulberryTek.

The underlying server technologies that make your business run can be time-consuming and expensive to manage and maintain with in-house resources. Our cloud solutions can free you and your technology staff to work on what you actually do.

MulberryTek can provide you with a dedicated Microsoft Windows-based server located in our Data Center. We manage the backups, anti-virus and windows updates, and monitor your server 24/7.

And you just manage your business!



Many problems and disasters can be prevented with proper configuration, installation and user setup.

MulberryTek Services

No matter what your IT support needs, MulberryTek has you covered with experienced technicians and the latest technologies.

GENERAL DESKTOP COMPUTER SUPPORT

Whether you've purchased a new computer and need help setting it up, need software installed or updated, or need troubleshooting assistance, MulberryTek has Microsoft Certified technicians to handle all your desktop support needs.

- ▶ Anti-Virus/Anti-Spyware Software Installation
- ▶ Virus/Spyware Removal
- ▶ Software Installation and Support
- ▶ Windows® Error Troubleshooting
- ▶ Hardware Break/Fix Support
- ▶ Peer-to-Peer Networking
- ▶ Network Printer Installation

MICROSOFT EXCHANGE EMAIL SERVER SUPPORT

We are small business specialists with expertise in Exchange Server Best Practices, so you can be sure that our Exchange Server technicians can achieve the email security and reliability your business requires.

- ▶ System Installation
 - Domain Registration
 - DNS Configuration
 - Outlook Webmail Setup
 - Windows Mobile Devices Setup/Support
 - POP, SMTP, IMAP Setup
- ▶ System Configuration
 - Filtering Policies
 - Antivirus/Spam Protection
 - Disaster Recovery
 - Clustering
 - Replication
 - Mail Archiving
- ▶ System Maintenance
 - New Users Setup
 - Password Resets
 - Name Changes
 - Aliases
 - Distribution Group Setup

CLOUD SOLUTIONS

MulberryTek offers cloud solutions that include proactive 24x7 monitoring with a focus towards business continuity and disaster recovery.

- ▶ Hosted Anti-Virus Protection
- ▶ Off-site Data Backup
- ▶ Hosted Exchange Services
- ▶ Dedicated Server Hosting Service

SQL SERVER SUPPORT

From SQL server migrations and upgrades to database maintenance and administration, MulberryTek has you covered at every level.

- ▶ System Installation
 - SQL Instance Installation
 - MSDE/SQL Migration
- ▶ System Configuration
 - Backup Job/Maintenance Plan
 - Database/Server Security
 - Custom Configuration
- ▶ System Maintenance
 - New Users Setup
 - Password Resets
 - Process Locks
 - New Database Creation
 - Database Migration

NETWORKING SERVICES

MulberryTek's network infrastructure experts work with leading edge security and networking vendors such as Cisco, Sonicwall, HP and Dell and we also implement and support their firewall/router technologies..

- ▶ Routing/Switching
 - Router/Switch Setup and Configuration
 - ISP Setup
 - VLAN Setup
- ▶ Security
 - Firewall Setup and Configuration
 - Port Forwarding Setup
 - Domain Controller Setup (Active Directory, Group Policy, DNS)
- ▶ Security
 - VPN Setup



CONSULTING AND PROCUREMENT SERVICES

Our consulting staff listens to you and finds out what your business needs, the challenges it faces, and helps you achieve your goals and expectations.

- ▶ Solution Consulting
- ▶ IT Project Management
- ▶ Hardware/Software Procurement
- ▶ License Compliance
- ▶ Server Rollouts
- ▶ Phone/Data Cutovers
- ▶ Establishing Acceptable Computer Use Policies and Procedures

MulberryTek has a support program to fit your needs and your budget.

Whether you are an office of hundreds or a one man show, MulberryTek can provide a plan that works for your business.

As compared to in-house IT departments, our flexible support programs are structured to provide a higher level of performance and priced to provide a better IT support value,

Call us today at 816-554-1877 to schedule your **FREE ONSITE IT ASSESSMENT** as a first step toward achieving IT peace of mind!



With your IT systems running smoothly, efficiently and dependably, your staff can concentrate on doing what they do best.

Learn more online at www.mulberrytek.com