

# Remote Access Management Plan (RAMP)

For Windows Server Based Networks  
and Connected Workstations

**KINetic Computing™**  
We get IT going for you!™

[www.KineticComputing.com](http://www.KineticComputing.com)

678-909-4804

## Remote Access Management Plan (RAMP)

All our plans are designed specifically for your business requirements. The following are representative of the services that may be part of that plan.

### Included Services

#### General

- Unlimited phone support.
- Removal of malware infections . Although malware protection at all levels is essential, it is not fool proof.
- Regular status reports prepared by our technicians emailed to your designated contact person.
- Regular review of your “disaster preparedness, mitigation, and recovery” plan.
- Network and systems troubleshooting.
- Patch management – Security patching of server and workstation Microsoft components.
- Regular scheduled On-Site visits by certified technician.
- 25% discount on additional technical services from Kinetic Computing.

#### Servers

- Monitoring of Server Alert Notifications with rapid response for critical alerts.
- Performance and Usage Monitoring – Gives insight into the overall health and capacity utilization of the server.
- Regular maintenance of disk drives (media health checks and defragmentation as and where needed)
- Regular monitoring of UPS and battery status.
- Recommendations to improve server performance and health.
- Configure and monitor on-site backup to local storage.
- Configure and monitor off-site backup over the Internet\* (in case of catastrophic disaster).
- Complete disaster recovery.

#### Workstations

- Unlimited phone and remote assistance related to the proper function of Microsoft OS and all other installed Microsoft certified applications.
- Recommendations to improve workstation performance and health.
- Complete disaster recovery.
- System migration (upgrade to new workstation)

#### Services NOT Included (On-site service rates may apply.)

- Adding or updating hardware on current servers or workstations.
- Adding new servers or workstations to the domain has a setup fee. Once configured, it will be added to the RAMP contract.
- Troubleshooting Internet connectivity past the modem is not included, this should be covered by your ISP.
- Hardware repair or parts. We can provide this service or arrange have our “business partner” in your area provide this service.
- Repair or resolution of problems associated with use or installation of unauthorized software, unauthorized activities on servers or workstations, or malicious activity of any kind.
- Any other service not explicitly included.

#### Domain Server

- Unlimited Active Directory administration.
- Manage users (add/disable).
- Manage domain computers.
- Manage Organizational Units (OUs), Security Groups, and Distribution Groups.
- Implement and maintain Group Policies in conformance of your company policies.

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## For Windows Server Based Networks and Connected Workstations

### Exchange Server

- Unlimited Exchange (including Mailbox and folder) administration.
- Backup of Exchange data full and incremental on line backup.
- Store and Forward service provided by Kinetic Computing. Ensures future email delivery and retrieval even if Exchange is off line or in case of the loss of Internet connection.

### ISA Server

- Unlimited Firewall Policy administration to comply with your company policies.
- Configure and maintain VPN client and remote site connections.
- Create and configure required reports.
- Configure and monitor backup of ISA logs.

### Database Server (SQL\*, Oracle, MySQL, etc)

- Configure, schedule, and monitor full (or filegroup), differential, and transaction log backups.
- Configure, schedule, and monitor archiving of data.
- Monitoring and maintenance for file growth, index fragmentation, and query statistics.

\*Kinetic Computing's on staff Microsoft Certified DBA is available to work with your company and the application vendors to design the appropriate backup, recovery, and archival strategy to meet your company requirements.

### Small Business Server - Standard

- Standard – Includes services of domain and exchange servers plus Sharepoint (companyweb).
- Premium - Includes services of standard plus ISA and SQL servers.

### Application Servers

#### Eligibility

- All servers must be on Microsoft Windows Server 2000 sp4, Server 2003, Windows SBS 2003, or later versions.
- All servers must have approved power protection with battery back-up. (UPS)
- Workstations must be on Windows 2000 Pro sp4, XP Pro sp2, Vista Business. (UPS on each desktop workstation is highly recommended)
- Only workstations that are members of your domain are eligible for inclusion.
- Mobile workstations (i.e. laptops) can be included on a case by case basis as they present additional security issues and complexities in management.
- All servers and workstations are in good health at the start of the contract.
- All servers and workstations must be properly licensed and registered (activated) with Microsoft.
- All servers and workstations must have an approved anti-malware solution and a current subscription must be maintained during the life of the RAM plan.
- Approved Back-up storage. For a single server; tape unit or USB/eSATA/Firewire external hard disk. For multiple servers; external tape unit(carousel) or a network disk solution.

#### Requirements

- A minimum level Internet service of 3.0Mb/768Kb and a static IP to be provided by your ISP.
- An appropriate CNAME DNS record pointing to your domain server. e.g. *Server.DomainName.Domain*
- Kinetic Computing must be granted full administrative rights on all included Servers and Workstations.
- One User Client Access License (CAL) on the domain server must be dedicated to Kinetic Computing.

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## Pricing

Plans are priced as a package for your entire IT infrastructure and is dependent on many factors including the server functions, configurations, and installed applications. The following is offered as a guideline allowing you to approximate the overall price of a plan for your company.

### Representative Server Pricing

Server	Monthly	Prepaid Annual
Domain Controller	\$175	\$1895
Exchange	\$175	\$1895
ISA (proxy server)	\$150	\$1645
SQL	\$200	\$2195
Small Business Server (standard)	\$225	\$2395
Small Business Server (premium)	\$275	\$2895

### Workstation Pricing (each)

Quantity	Monthly	Prepaid Annual
1-5	\$45	\$495
6-10	\$40	\$435
11-25	\$37	\$395
25+	\$35	\$385

### Plan components

Plan components	Monthly	Prepaid Annual
Domain, Exchange, ISA, SQL, Application (ERP) servers and 30 workstations	\$1900	\$19,995
Domain, Exchange, ISA, Sharepoint servers, and 12 workstations	\$1180	\$10,995
Typical Small Business Server with 10 workstations	\$625	\$6745