

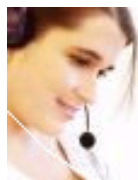
Cat Support Club & Integrated Safety Check

Your information system is mission critical to the success of your business. CSC ensures that your system operates efficiently and reliably to deliver maximum performance for your business. We offer you:

- A fully integrated service to cover all aspects of your business system;
- A choice of service levels; the reliability and performance you need at a price that is within your budget.

Communicat's integrated support service covers the complete package: accounting & business systems, software, networks, communications, hardware, internet and security. We can take responsibility for your total system. Or, if you prefer, we can support just part of your system, for example hardware or software. Either way, you will know that we understand the big picture.

Our integrated support service reduces the risk that something may be overlooked by one of the different separate support providers who support different "wedges" of your system. We take the pressure off you, saving you time and reducing your frustration since you no longer deal with multiple support companies.



Phone Support.

As a CSC Member you pay an agreed monthly fee. You can phone for support and speak to different specialists as often as you wish. We provide professional guidance on the correct way to operate your system. We reduce the guesswork and risks. Prevention is always better than cure; call to discuss your task before starting a process rather than waiting until a mistake occurs and then calling for help. We show you the right method from the start. Your system will be more efficient, safer and more reliable.



Online and Onsite Support.

Are you using your system to its full potential? Are you following best practice? We spend time with you to learn about your business. Our proactive consultants will review, improve, streamline and tailor your systems to the special needs of your business. With improved systems and information available at your fingertips you will save time and manage your business more effectively.



CSC Integrated Security and Safety Check.

This is like your car's maintenance schedule - change the oil, check brakes, tyres, belts and water hoses **before** they bring your car to a halt. ISC is based on experience of what can go wrong. We prevent problems before they occur. We maximise system "uptime". We minimise disruption, crashes, damage and lost data. We can set up effective fallback systems to protect you against disaster.

Executive Summary:

You need:

- Reliable and quick access to management information and operational computer systems;
- To protect your company's vital assets, including your vital information assets;
- To prevent incorrect use of computer systems, disruption, data damage and security risks;
- An independent professional service to provide regular and systematic integrated safety checks.

Our service answers all of these needs. We provide:

- A fully integrated professional service at an agreed monthly fee;
- Regular Integrated Safety Checks based on a proven preventative maintenance program;
- Continual improvement. Your staff may become accustomed to system shortcomings, risks and inefficiencies. We question, detect, correct, improve and tailor your system. We will constantly refine your systems and processes aiming to deliver the system's potential benefits for your business.

Service Level Agreement Options




The level of service you require can be determined by your answer to these vital questions:

- What would it cost your business if your system was down and your data lost?
- How long can you afford to be “off air”?

All levels of CSC Membership include the following benefits:

- Phone Support: Call as often as you like to check that you are performing your work correctly;
- Establishes a business relationship between your company and ours. We treat you as a priority client;
- Online and onsite support is provided on an hourly consulting basis;
- Integrated Safety Checks performed at regular intervals are billed on time & materials charge basis.

The different levels of CSC support are:

	Wedge	We support one or more nominated modules of your system, e.g. software, hardware, O/S, network, communications, security, etc.
	Integrated	Covers the complete system – software, hardware, operating system, network, communications, security, etc.
	Integrated & Standby	Adds standby and fallback systems to take over in the event that your own systems are out of service.

Integrated Security and Safety Check

Our network technicians and accounting software consultants act proactively to perform coordinated checks and updates on your complete system a regular basis, e.g. every four months. You may also have intervening online checks every two months or whenever we become aware of issues (e.g. upon release of security patch updates). The frequency of our checks will depend on the level of protection and risk minimisation you require in your organisation.



Our checking procedures are constantly evolving as technology evolves and risks change. Also, every client’s system is different. We will design a personalised checklist to match your needs. We review it regularly in cooperation with you and discuss ways of improving your system.

This is a brief sample of the checks we perform:

1. Check that cycle backups are working correctly, including restore test at Communicat’s support centre;
2. Anti-virus, anti-spyware, anti-trojans - including checking that automatic updates are running correctly;
3. Review and install security patches on servers and communications equipment (including firewalls) – check that automatic updates are running correctly and that manual updates are implemented;
4. Review and make necessary password updates;
5. Eliminate redundant information which is using up resources unnecessarily and may lead to the system crashing;
6. Check hardware for errors, e.g. disk errors;
7. Physical environment - vibration, dust, humidity, unauthorised access, risk of accidents, temperature;
8. Check network configurations;
9. Verify system/data integrity;
10. Check that client staff are performing housekeeping duties correctly;
11. Check Client Support Request register for problems which require attention;
12. Update Support Kit manuals, update backup labelling system, update backup register CSR logs;
13. Advise client on suggested enhancements;
14. Check fallback systems, perform fire drills and review disaster recovery procedures;
15. Check overall system performance, rectify problems and advise client of recommended improvements.