

# NORTH COAST computers

## **Home Automation**

Structured Wiring  
Telephone & Intercom  
Whole House Music  
Home Theater  
Security & Life Safety  
Lighting Controls  
Camera Systems  
Whole House Control  
Surge Protection

## **Computer Services**

Computer Network  
Business & Home  
Toner & Ink Sales  
Wireless Networks  
Onsite Repair  
Web Site Hosting  
Web Site Design  
24/7 Server Monitoring

445 Avon Belden Road

Avon Lake Ohio 44012

Phone 440-930-5117

Fax 440-930-7143

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

## **ANNOUNCEMENTS**

Services to Provide Better Support  
at North Coast Computers

solarwinds 

### **24 / 7 - Network Monitoring Server**

We can monitor your Network and Servers 24 Hours a Day / 7 days a week  
Our server at NCC— updates us of any changes / outages / lockups and  
our techs will be notified as soon as your server has a problem  
Call for a quote Plans start at Only \$20.00 per server

total   
care

### **Online Service Order Database**

We have installed new Database for all of our Computer Clients  
Service Orders and Tickets can be entered online for Centralized Tracking  
Your tech will be notified via his blackberry as soon as Service Order is entered  
All Tickets / Service Orders are monitored at our weekly meetings  
All the work done will Keep in the database  
Software License Tracking

Email us for your username and password to get started  
Over the next 2 Months all clients will be switched to the new system



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## 24 / 7 Network Monitoring

We can monitor your Network and Servers 24 Hours a Day / 7 days a week

Our server at NCC— updates us of any changes / outages / lockups and our techs will be notified as soon as your server has a problem

Call for a quote, all networks are different but plans start at only \$20.00 per server and \$200.00 license.

A screenshot of the Orion Network Configuration Manager web interface. The interface is dark-themed with a green header bar. The main content area is light-colored and displays various monitoring and configuration tools for a specific node, "Tex-3750.aus.lab".

**Config List**  
LAST 10 CONFIGS

8/13/2008 09:41 PM - Running
8/13/2008 02:00 AM - Running
8/12/2008 02:00 AM - Running
8/11/2008 06:41 PM - Baseline

**Inventory Details**  
ARP Table

**Node Details**  
Tex-3750.aus.lab is Up

IP Address: 10.159.1.10  
OS Version: 12.2(44)SE1, RELEASE SOFTWARE (fc1)  
Location: Texas  
OS image: C3750-ADVSRVICESK3-M  
Vendor: Cisco  
Last Boot: 8/21/2008 2:26:42 PM  
System Description: Cisco IOS Software, C3750 Software (C3750-ADVSRVICESK3-M), Version 12.2(44)SE1, RELEASE SOFTWARE (fc1) Copyright (c) 1986-2008 by Cisco Systems, Inc. Compiled Fri 07-Mar-08 00:24 by wellu  
System ID: 1.3.6.1.4.1.9.1.516  
Supported Config Types: Running, Startup

**Policy Violations**

NAME	INFO	WARNINGS	ERRORS
HPAA Security Report	0	1	0
Cisco Security Audit	7	3	2
CSP Reports	2	1	0
Cisco Policy Report	2	0	2

**Last 10 Config Changes**

USER	DATE TIME	CONFIG CHANGED	NODE NAME
Nightly Config Backup	8/13/2008 9:41:06 PM	Running	Tex-3750.aus.lab

**Config Change Report**  
VIEW CONFIGURATION CHANGES

Display config changes from 8/12/2008 11:33:56 PM to 8/13/2008 11:33:56 PM

**Compare Configurations**  
CHOOSE CONFIGURATIONS TO COMPARE AGAINST EACH OTHER

8/11/2008 06:41 PM - Baseline to 8/13/2008 09:41 PM - Running

With this new service we will be notified immediately when your server is down or not responding !!!

**www.nccomputer.com**

# Service Contract Options

	No Contract	Monthly Checklist	Server Only	Gold Contract	Platinum Contract
<b>Help Desk</b>	Not Included				
<b>Daily Backup Check</b>	When we Are on site				
<b>24*7 Server Monitoring \$100 License Per Server</b>	\$75.00 per Month	\$25.00 per month			
<b>Monitoring Workstations</b>	Not Included	Not Included	Not Included	Billable \$75.00 per hour	
<b>Firewall Monitoring &amp; Update</b>	Not Included	Not Included	Not Included	Not Included	
<b>Service Pack Updates</b>	Not Included	\$90.00 Per Hour	Included on Server	Servers Included	
<b>Windows Updates</b>	Not Included	\$90.00 Per Hour	\$90.00 Per hour	Servers Included	
<b>Virus Monitoring</b>	Not Included		Included on Server	Servers included	
<b>Spam Monitoring</b>	Not Included	Not Included	Per Month Fee—# users	Per Month Fee—# users	
<b>Unlimited Remote Support</b>	Billable \$90.00 per Hour	Billable \$90.00	Billable \$90.00 per hour	Billable \$75.00 per hour	
<b>Vendor Management</b>	Not Included	Not Included	Not Included		
<b>Onsite Service Rate</b>	\$125.00	\$90.00	\$90.00	\$75.00 per hour Block of Time	

## APPROX COSTS

	Hourly Rate	Monthly Cost	Monthly Cost	Call For quote Approx Cost
No Discounts	\$90.00 Time and Material Con-tract	\$399.99 per month	\$350.00 Server \$75.00/hr Onsite \$75.00/hr Remote \$100.00 one time license per server for Monitoring Servers are under contract—No Charge for Service	\$200.00 Per month \$350.00 per server \$40 Workstation \$90 Per firewall Unlimited Remote and Onsite Service \$100.00 one time license per server for Monitoring

