



Features & Benefits	GNPM	GNCM	GN-MSP
Automated Preventative Maintenance	X	X	X
Microsoft Best Practices	X	X	X
Patch Management –	X	X	X
- Pre tested patches	X	X	X
- Patch roll back	X	X	X
24 x 7 x 365 server/workstation monitoring/alerting	X	X	X
- Performance & availability	X	X	X
Local backup monitoring/alerting	X	X	X
Asset discovery/reporting/management	X	X	X
Anti Virus	X	X	X
- Software license	X	X	X
- Annual subscription	X	X	X
- Management/scanning	X	X	X
- Remote remediation	X	X	X
Anti Spyware	X	X	X
- Software license	X	X	X
- Annual subscription	X	X	X
- Management/scanning	X	X	X
- Remote remediation	X	X	X
End user portal	X	X	X
Ability to open a support ticket via Web, phone or portal	X	X	X
Purchasing and asset retirement	X	X	X
30 minute response time SLA to automated alerts	X	X	X
1 hour remote response SLA to an emergency trouble ticket		X	X
2 hour remote response SLA to a standard trouble ticket		X	X
Unlimited remote network support on covered devices		X	X
Helpdesk services		X	X
Includes monitoring/alerting & remote remediation of infrastructure devices (routers, managed switches, firewalls, etc)		X	X
Includes monitoring/alerting & remote remediation of connectivity links like T1, DSL, Cable		X	X
User account management		X	X
Security administration		X	X
Backup administration, management & support		X	X
Microsoft Exchange mail management		X	X
Microsoft SQL file management		X	X
License Management		X	X

Line of business application support		X	X
VPN management		X	X
Full electronic documentation		X	X
Special GN phone numbers		X	X
Access to our afterhours support line		X	X
3 <sup>rd</sup> party subscription management – routers, firewalls, web hosting, domains, SSL certificates, AV, etc.		X	X
Virtual CIO services			X
Unlimited on site support for covered components			X
Highest priority service response			X
Less than 4 hour on-site response SLA			X
Block time for items outside the scope of coverage			X
Hardware warranty coverage			X
Warranty management and loaner program			X
Dedicated primary & secondary engineer			X
Localized disaster support included			X
Best rate guarantee for additional services			X
3 <sup>rd</sup> party vendor management – Copiers, phone systems, document management, etc			X
<b>Optional Services</b>			
PDA coverage			
End user remote access to your desktop			
Online backup/business continuity solutions			
Anti SPAM solutions			
Bandwidth management & filtering solutions			
Unlimited Support Option			

This all information in this document is subject to change and is only representative of options as available at the time of printing.  
01/01/2008