

exceedio

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Exceedio Managed Services

A Proposal for City of Capitola.

Presented on January 12, 2022

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1.0 Current Situation

City of Capitola is currently running a Microsoft Windows environment. Current IT management is done in house and by third party vendor.

Below is a list of areas identified from our meetings.

1.1 Upgrade Security

IT resource for integrating hardware and software to enhance security - replace Firewall, core switching deploy standards for Two Factor Authentication, Encryption, and backups.

1.2 Application Server Migrations

Looking for assistance in **consolidating, migrating, managing and administering City's Servers**

1.3 Server Support / Incident Management

Would like access to support desk for Network and Server requests **with a fast response time to issues**

1.4 IT standards and Policies

Interested in having streamlined processes for maintain security compliance

1.5 Strong Security Policies and Proactive Monitoring

Interested in having systems locked down, user-based security and monitored for issues

1.6 Server and User Administration

Would like IT resources for changes, and maintenance

1.7 Proactive System Management

Interested in maintaining systems through scheduled tasks

1.8 Backup Verification and Imaging

On-going data protection services for monitoring and management related to data recovery

1.9 Technology Planning

Maintain IT road map that includes life cycle planning and annual budget.

2.0 Solution

Flat rate services through Exceedio Managed Services (EMS) will provide your business with an IT infrastructure, support and best practice solutions from the operating system(s), to every network connection. Proactive system maintenance, security updates, and over 20% discount for labor services that are not covered in this proposal including project work.

Businesses quickly recognize the value of a reliable, secure, and well-maintained network.

Below is a detailed list of services that maybe included in your EMS offer on a per device basis.

2.1 Infrastructure as a Service – The Network – Included

- Firewall device and protection services
- Network switching backbone multi VLAN
- Wireless access system multi VLAN
- Wan / ISP Monitoring

2.2 Platform as a Service – The Server(s) – Included

- Microsoft Server 2016/2019
- Azure Hosted Server systems
- High speed SSD disk systems
- Enterprise server configurations

2.3 IT as a Service - The Support Desk – Included

- User Account Administration
- Server Administration
- Printer Management
- ~~End User E-mail Support~~
- ~~Remote End User Support with SLA~~
- Guaranteed Remote Response Times
- Performance Monitoring
- Drive Space Monitoring
- Error & Event Log Monitoring
- Application & Database Monitoring
- Network Firewall & ISP Monitoring
- Microsoft Patch Management
- Antivirus License & Management
- Antispyware License & Management
- Backup Monitoring & Administration
- VPN Setup and Administration
- Security Administration
- Asset Inventory

2.4 Software as a Services – The Applications

- Azure Virtual Server Host System Local – Microsoft 2019 Hyper V – **Included for City**
- Azure Virtual Operating Systems Local – **Included for City**
- O365 Mail Filtering – 99% spam free – **Phase 3 Proposal**
- O365 Office 2016 Professional – **Phase 3 Proposal**
- O365 Backups and Recovery – **Phase 3 Proposal**
- Server Backup and Recovery – **Included for City**
- Security Awareness training – **Phase 3 Proposal**
- Edge Antivirus and Web Filtering – **Included**

2.5 Objectives

2.5.1 Reduce Unforeseen Costs

EMS has been able to save businesses between 20% to 40% per year if compared against break-fix IT services that do not encourage planning and proactive management.

2.5.2 Increase Productivity

The proactive maintenance and monitoring component of EMS will reduce unplanned downtime and lost productivity due to technical or growth problems.

2.6 Approach

By using a three-stage approach, Exceedio makes it easy by providing guidance, tools and resources to clients. Our guidance includes routine meetings with managers and end-users to review common issues and education needs.

Our tooling is enterprise level and provides proactive remote management and support of clients systems. Our goal as your IT partner is to respond to all urgent issues in just under an hour. We currently maintain a staff level able to maintain this 96% of the time.

2.7 Benefits

- Reduce hidden costs / save money
- Increase staff productivity and confidence
- Protect data and IT investment
- Reduce down time through proactive management
- Cost-Effective expert support and guidance

3.0 Implementation Plan

Exceedio uses a proven and time-tested plan to integrate EMS services into your business. Using the latest in project management and monitoring software, an assigned CE (Customer Engineer) follows a detailed procedure to deploy EMS services to your business that includes end user education and documentation. Our post deployment Network Operation Center (NOC) takes over from there providing daily management of your account. Our goal is to have you fully integrated within thirty days of contract execution.

3.1 Methodology

By using dedicated teams, Exceedio is able to provide fast and seamless client in-service. Our project managers use powerful tools to ensure customer communication and satisfaction is met through the life of the project or service installation.

3.2 Schedule

Exceedio uses an internal service desk management system to schedule resources for in-services and installations. This allows us to plan and communicate deadlines and milestones to our staff and customers in a timely and efficient manner.

3.3 Key Resources

Director of Support Services Brandon McKeand support@exceedio.com 831.600.4112	Sr. Systems Engineer Jeff Reese jreese@exceedio.com 831.600.4103	Business Manager Mat Gafke mgafke@exceedio.com 831.600.4101
Customer Service Emily Warfield support@exceedio.com 831.600.4109	Systems Engineer Luis Langarcia support@exceedio.com 831.439.9100	Support Supervisor Alex Swift support@exceedio.com 831.439.9100
Customer Service Kat Armstrong support@exceedio.com 831.439.9100	Support Technician Nickolas Padilla support@exceedio.com 831.439.9100	Support Technician Furgus Gunter support@exceedio.com 831.439.9100
Accounting Manager Laurel Heren lheren@exceedio.com 831.600.4111	Support Technician Jacob McClure support@exceedio.com 831.439.9100	Jr. Support Technician Nimesh Poudel support@exceedio.com 831.439.9100

3.4 Qualifications

Exceedio has been providing businesses IT services for over 20 years now. With a strong, focus on Information Technology Management Solutions to businesses with 10 – 300 systems on average.

Exceedio is the only Microsoft and Cisco Certified Partner on The Central Coast providing flat rate services using industry standards and proven procedures exclusively available to Microsoft Certified Professionals.

4.0 Fee Structure

Exceedio Managed Services are billed on the number of physical hardware assets and software products we are asked to Manage. Exceedio core services are billed monthly and due in advance.

5.0 Conclusion

Exceedio recommends using our EMS program to lower total cost of ownership of your IT infrastructure. Improve support capabilities and automate core related tasks. This will provide a solid foundation to maintain a productive and efficient Information Technology system.

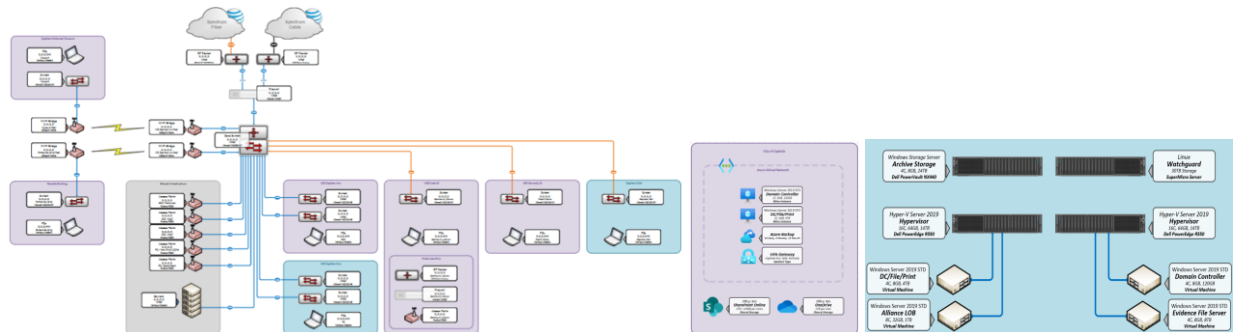
Flat Rate Solution as a service for around **\$5309.40** per month SAPA#3546

SCOPE OF WORK:

In-service client with agent on servers to collect asset details for server replacements and upgrades, document all assets for management, install HaaS firewalls, wireless devices, and network switches, deploy SaaS systems, HaaS Servers and start standardization.

For **City** - Migrate Active Directory, file, print and backup to MS Azure Cloud and build out base structure for SharePoint and Onedrive using supported Microsoft server licensing.

For **Police Department** - Replace all physical servers except for Watch Guard with two identical new Dell Enterprise servers with licensing for 4 virtual servers and ability to run all 4 on single server if needed. Complete migration from current hardware to new hosts with 2019/2022 Microsoft Server operating system licenses. Install and migrate archive data to dedicated Dell Storage NAS server with 24TB of space. **Backup and recovery system will be quoted separately.**



To get started please contact Mat Gafke at 831-600-4101 or e-mail mgafke@exceedio.com

Once the signed EMS Agreement is received, we will be able to schedule your Exceedio In-service.

This proposal is valid till February 1st 2022

THANK YOU for considering Exceedio for your IT needs.