

## ● ● ● **Connections are everything.**

As computer connectivity has become increasingly critical to your business, the reliability and speed of your Internet connections have become a make-or-break issue. When connections are up and fast, high levels of productivity can result. When they're clogged or intermittent—or just plain down—operations slow to a crawl or halt altogether. For your business to succeed, your communication systems must be continually available and running at peak performance, while operating within your budget.

## ● ● ● **Putting the “up” back in uptime.**

Our Network Assurance Plan provides comprehensive support for your Internet, WAN, LAN, and/or VPN connections, keeping them up and optimized. We can maintain and monitor firewalls and equipment, and expertly handle any connection problems that may occur. We can cover DNS changes, recommend and coordinate ISP changes, respond to telco outages, install updates and patches, revise configurations to adhere to best business practices, assist in defining firewall security policies, and more. In short, we can become your Network Operations Center for a fraction of the cost you would incur to build and maintain this service internally.

## ● ● ● **Three levels to meet your needs.**

We offer three service packages—bronze, silver, and gold—to protect your mission-critical systems. Please turn the page to see what each includes.

## ● ● ● **24/7/365 premium service.**

For all three levels, you can choose regular business hours (8 to 5 weekdays) or our premium 24/7/365 service. In addition, we can create customized plans for clients with unique needs.

## ●●● Network Assurance Plan levels:

### **BRONZE**

Priority telephone response within one hour for equipment failures

Priority onsite dispatch within 4 hours for equipment failures

Equivalent loaner provided at no charge

Labor is included

Travel is included

Cost to repair equipment is included

Repair of OEM memory or interface modules is included

### **SILVER**

***Includes all services provided at the Bronze level, plus:***

Priority telephone response within one hour for any type of connection failure

Priority onsite dispatch within 4 hours for any type of connection failure

Review and installation of software updates and patches every 6 months

Changes in router configuration or firewall rules as requested by client

Assistance in defining firewall security policies

Planning, implementation, and documentation of all configuration changes

Coordination of all DNS changes

Coordination with all other service providers (i.e., telephone carriers, ISPs, etc.)

Maintenance of a written summary of all firewall rules

### **GOLD**

***Includes all services provided at the Bronze and Silver levels, plus:***

Monitoring the firewall appliance

Immediate response to firewall or Internet outages

Notification of any security incidents

Optional firewall shutdown during critical attack

Log of all firewall activity

Comprehensive monthly report(s)



## **Our areas of expertise.**

NPI has been providing leading-edge security services since the inception of the Internet, anticipating the needs of businesses, testing the newest appliances and applications, and installing and monitoring the best of class at security-sensitive businesses such as banks, insurance companies, and law firms. We've worked with all the best firewall products and every type of connection available today. We are certified for Cisco PIXs, Check Point Firewall-1, NetScreen, MS Proxy Server, and BorderManager, and have experience with many other products, some of which are so new there's no certification program yet available. At NPI, we're committed to security as one of our core business areas—we're not a newcomer to the field. Our services are as solid as our track record and our commitment to future investment in the security arena.