

Who is Endsight:

Endsight provides an outsourced computer network management service called FOCUS designed specifically for small businesses (10 -100 employees) in Northern California. FOCUS from Endsight Blends people, process and technology to deliver all the IT service and support a small business needs for a lower total cost than other IT support options.

What is FOCUS:

FOCUS is a network support & service suite designed to affordably bring enterprise class IT management to small businesses. Combining highly trained IT professionals and sophisticated automation and remote management technology. FOCUS allows Endsight to manage many small business computer networks the same way a Fortune 500 company manages its global IT Infrastructure. The economies of scale derived from this one to many model keep Endsight's operating costs down and those savings are passed on to Endsight's clients.

Endsight's small business clients use FOCUS because:

1. There are not start up cost to start using FOCUS
2. FOCUS can be up and running in a day
3. There is no contract to sign. FOCUS is month to month
4. Fixed monthly pricing allows Endsight's small business clients to box in operational IT expenses and systematically plan for network upgrades

"I can't say enough about the level of support Endsight has provided and continues to provide for KTSF. Both Kent and I are extremely pleased with the network support service (FOCUS) - it has made IT much more manageable for everyone involved. "

Patricia Schneider, Administrative Supervisor, KTSF Television
(www.ktsf.com)

The Planning, Plumbing, People or Projects sections of this data sheet contain more detailed information about how FOCUS works.

Planning:

"Endsight has provided a vastly superior alternative to our own in-house IT department. They clearly wrap their arms around issues, develop well-reasoned strategies, and deploy solutions rapidly and effectively. In addition, their team of experts remain current on new and changing technologies. For several years K&L has relied on Endsight for server, desktop, and network maintenance, security and patch management, as well as advice on the direction of our longer term IT strategy. We're pleased to report that they've exceeded expectations in delivering successful solutions and results."

Brian Zucker, Vice-President of Administration, K&L Wine Merchants
(KI Wines.com)

At Endsight we know that managing IT is more than just fixing computer problems and rebooting servers. That's why we FOCUS on Planning. Every FOCUS customer is assigned a Virtual Chief Information Office (vCIO). The vCIO is a senior executive at Endsight that oversees all aspects of the FOCUS program. In addition to providing oversight and management, the vCIO is responsible for helping your business with planning, strategy, and IT leadership.

Focus on Planning includes:

- Regular IT strategy meetings with your executive team
- Evaluate and advise on new technology decisions
- Review and evaluate IT spending
- Proactive analysis of network design and security
- Assist with disaster recovery planning and regulatory compliance
- Bridge business and IT needs
- Review and discussion of network activity and reporting
- Oversight and management of all aspects of the program



Plumbing:

Our customers rely on us to keep their networks as reliable as other modern day infrastructure. That's why we FOCUS on Plumbing. Every FOCUS customer is assigned a Virtual System Administrator (VSA). Your VSA monitors your infrastructure and responds at the first sign of trouble to prevent problems before they disrupt your business. Keeping your environment secure with the latest patches and 'best practice' IT management techniques, our customers have reliable networks that they can count on.

Focus on Plumbing includes:

- 24X7 Monitoring
- Antivirus and Spyware quarantines
- Management of service packs and hotfixes.
- Hardware and Software Asset and inventory reporting
- Performance reporting and Documentation
- Event log review
- Backup job monitoring and review
- Critical service monitoring
- Server cleaning; removal of temp files, etc.
- Defragmentation of drives
- Logging of fixes or maintenance performed
- Rebooting servers as needed
- Scan each server with security analyzer and review
- Backup and storing of Router configurations
- Backup and storing of Firewall configurations

People:

Let's face it. When your computers aren't working, neither is your staff. That's why we FOCUS on People. Our goal is to keep your computers, and more importantly, your people working

At Endsight, we've developed a 'best practice' maintenance routine called DeskCare. Regular proactive attention for computers can significantly improve the user's experience by addressing issues before they cause noticeable problems. When issues can not be prevented, you people need a place to go for quick professional assistance by engineers that know your business. With Endsight's Help Desk, a quick phone call gets you directly to a qualified engineer who can answer your questions and solve your problems remotely or onsite when necessary.

By pairing DeskCare and Help Desk team, you get a complete solution for managing your computers that keeps your people productive.

Focus on People includes:

DeskCare

- 24x7 desktop monitoring
- Automatic notification of potential problems
- Antivirus scans
- Spyware scans and removal
- Disk Defragmentation
- Automatic service pack and patch updates
- Performance reporting
- Hardware and software asset inventory management
- HIPAA or Sarbanes Oxley policy enforcement

Help Desk

- Slow computer performance
- Microsoft Office questions
- Printing problems
- Pop-ups & spyware
- Spam and other email problems
- Error messages
- "How do I?" questions
- Application support

Projects:

There are many things that drive the adoption and deployment of new technology such as: business requirements, features and benefits, organizational growth, aging equipment, storage requirements, security, reliability, etc. That's why we FOCUS on projects.

When your business needs new technology, you need a team to deploy it effectively. At Endsight we have years of experience doing just that.

Whether you're building, upgrading, or adding new network infrastructure, we offer experienced, technical certifications, and proven deployment methodology to help you execute with minimal business interruption..

To accomplish this, we employ the Endsight Fulfillment Framework which begins with a complete requirements analysis and project planning. We follow this plan throughout the installation to guarantee our clients' satisfaction.

Focus on Projects includes:

- Designing and building new networks
- Migration aging networks to newer hardware and software platforms
- Adding capabilities to established networks
- Implementing Citrix, VPN, or Terminal Services
- Deployment and configuration of Servers, Firewalls, Routers, and Switches

